

Trinity Valley Community College

Bookstore Satisfaction Survey

Fall 2019

ATHENS

Student Status

Mean: 1.11

| Response | Value | Frequency | Percent | Graph |
|--------------------|-------|-----------|---------|-------|
| Full-Time | 1.00 | 117 | 78.00 | |
| Part-Time | 2.00 | 15 | 10.00 | |
| Total Valid | | 132 | 88.00 | |
| No Response | | 18 | 12.00 | |
| Total | | 150 | 100.00 | |

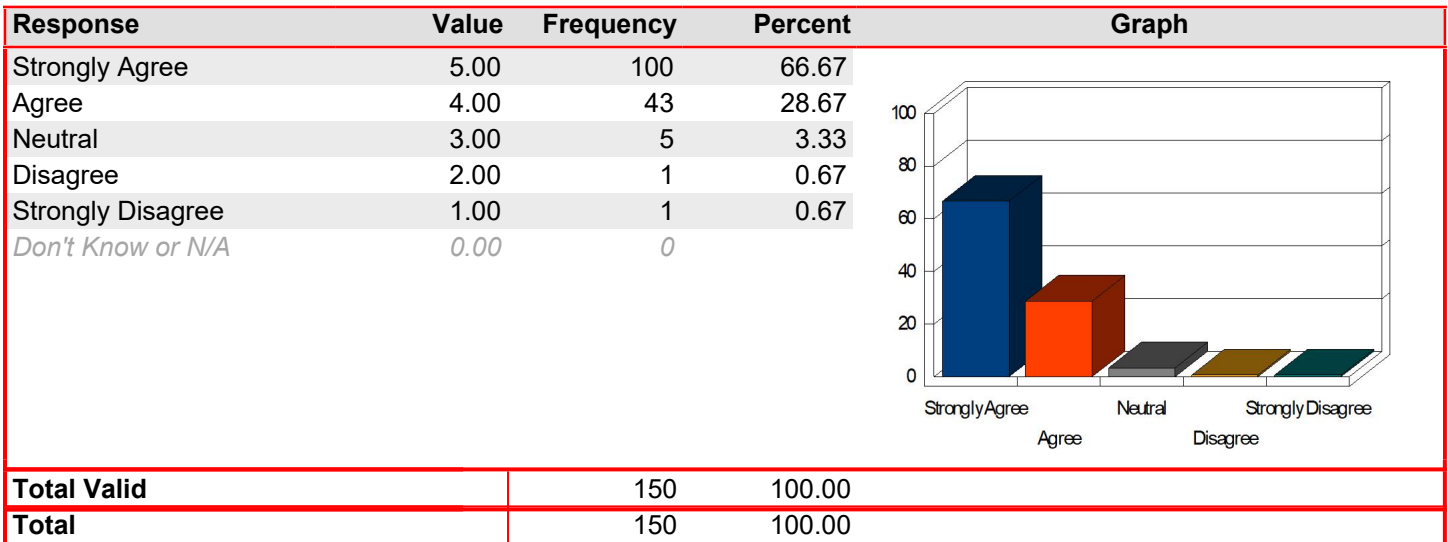
AGREEMENT: I am greeted when entering the bookstore

Mean: 4.52

| Response | Value | Frequency | Percent | Graph |
|--------------------------|-------------|-----------|---------|-------|
| Strongly Agree | 5.00 | 90 | 60.00 | |
| Agree | 4.00 | 49 | 32.67 | |
| Neutral | 3.00 | 10 | 6.67 | |
| Disagree | 2.00 | 1 | 0.67 | |
| Strongly Disagree | 1.00 | 0 | 0.00 | |
| <i>Don't Know or N/A</i> | <i>0.00</i> | <i>0</i> | | |
| Total Valid | | 150 | 100.00 | |
| Total | | 150 | 100.00 | |

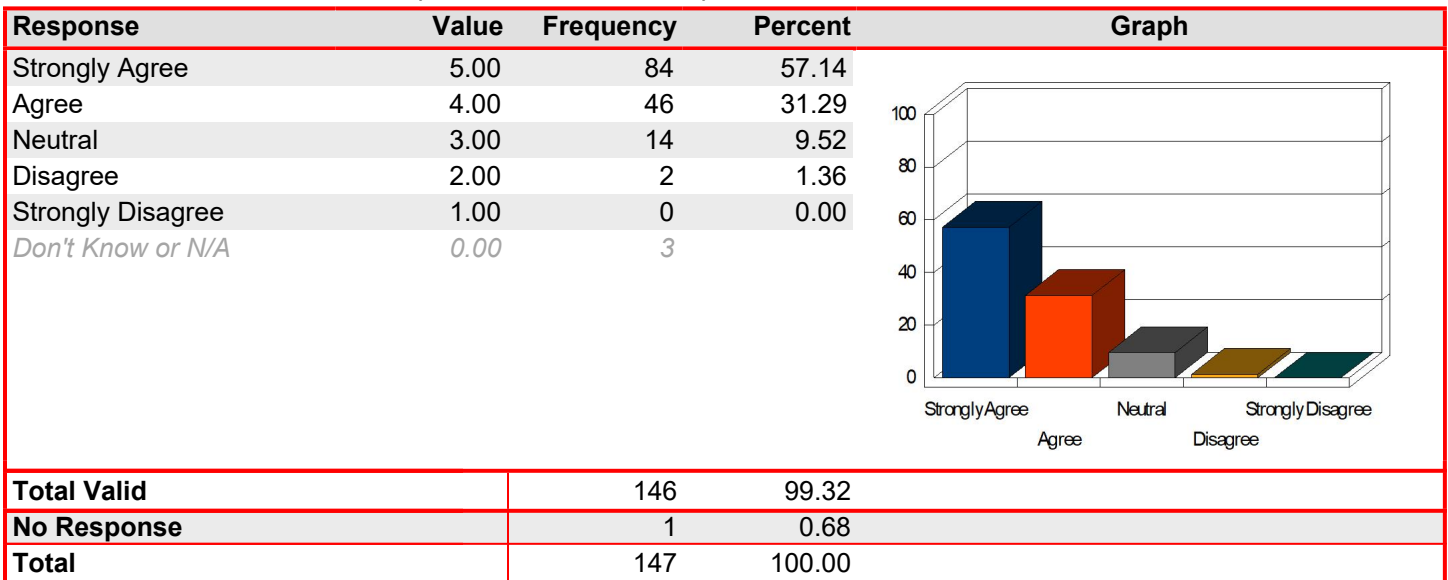
AGREEMENT: It is easy to get assistance at the bookstore

Mean: 4.60



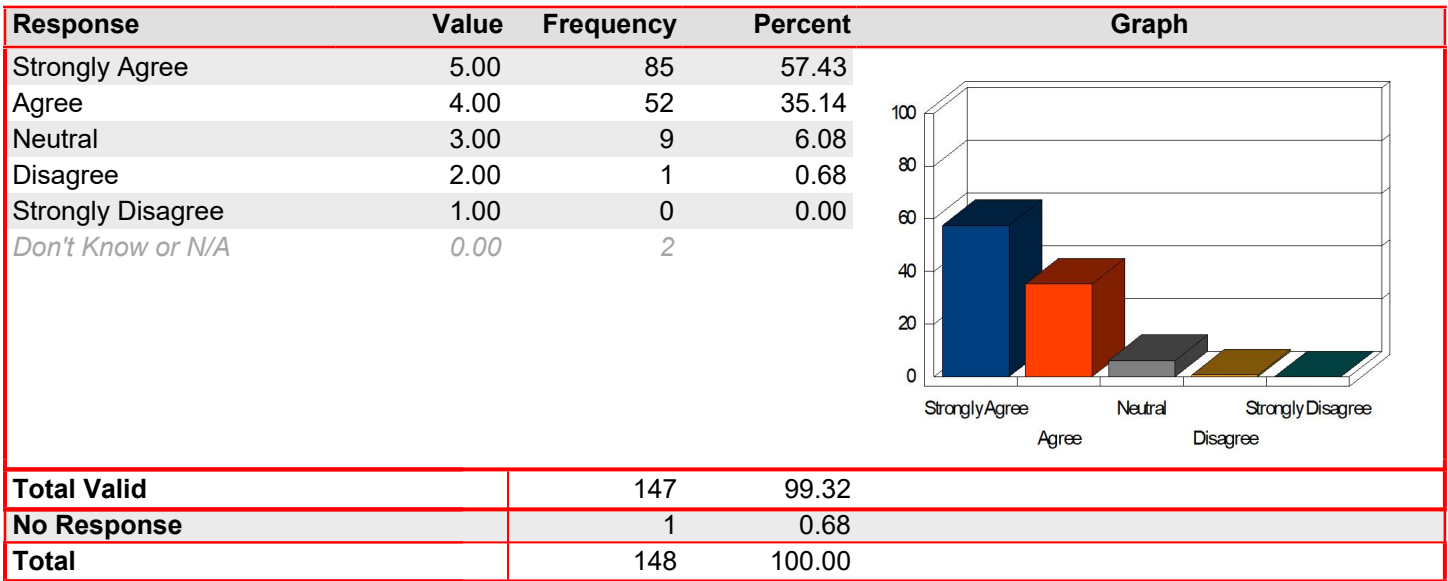
AGREEMENT: Bookstore staff responds to feedback to improve services

Mean: 4.45



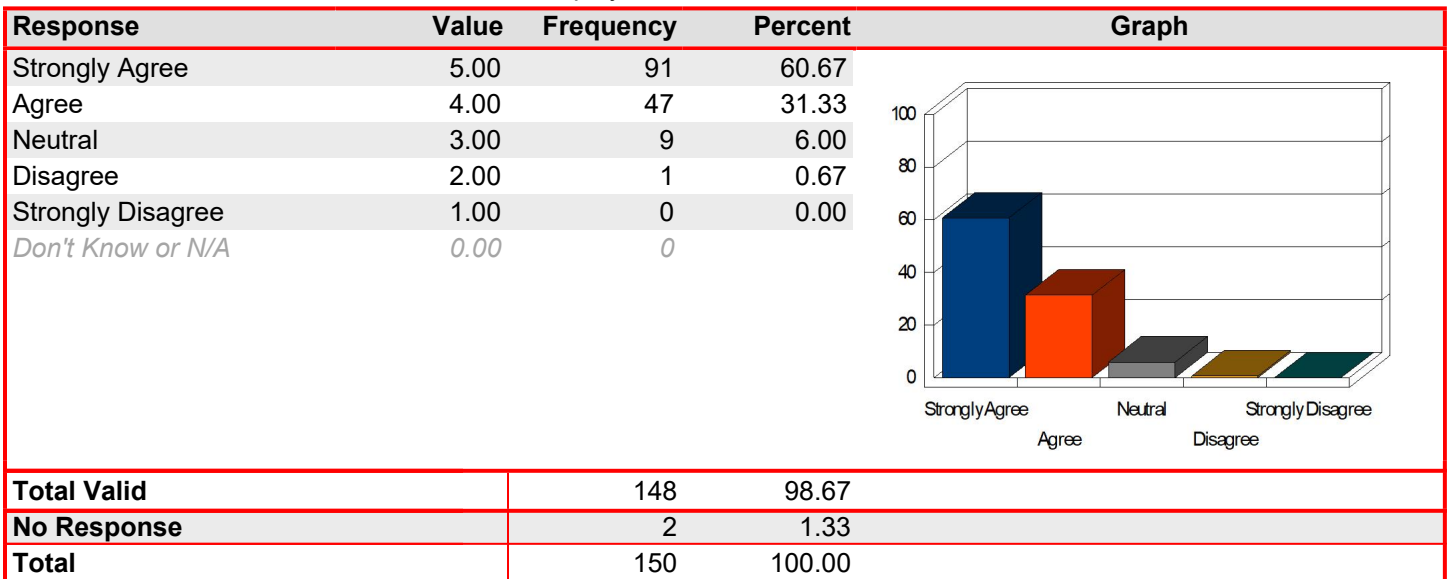
AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 4.50



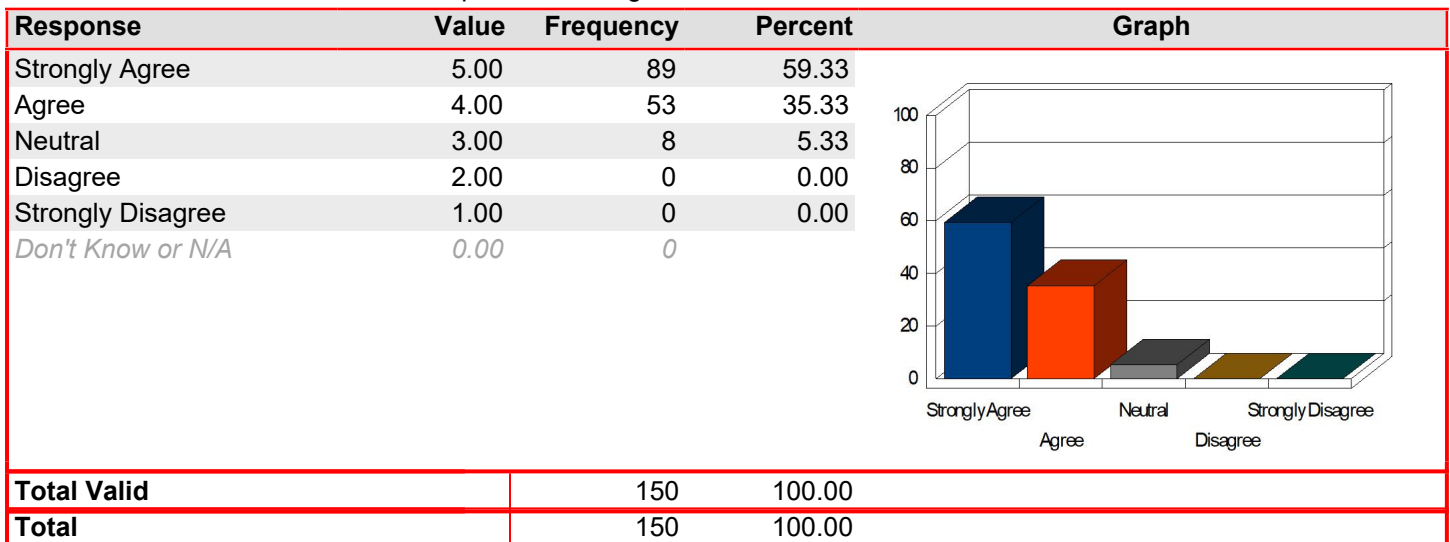
AGREEMENT: The bookstore has attractive displays

Mean: 4.54



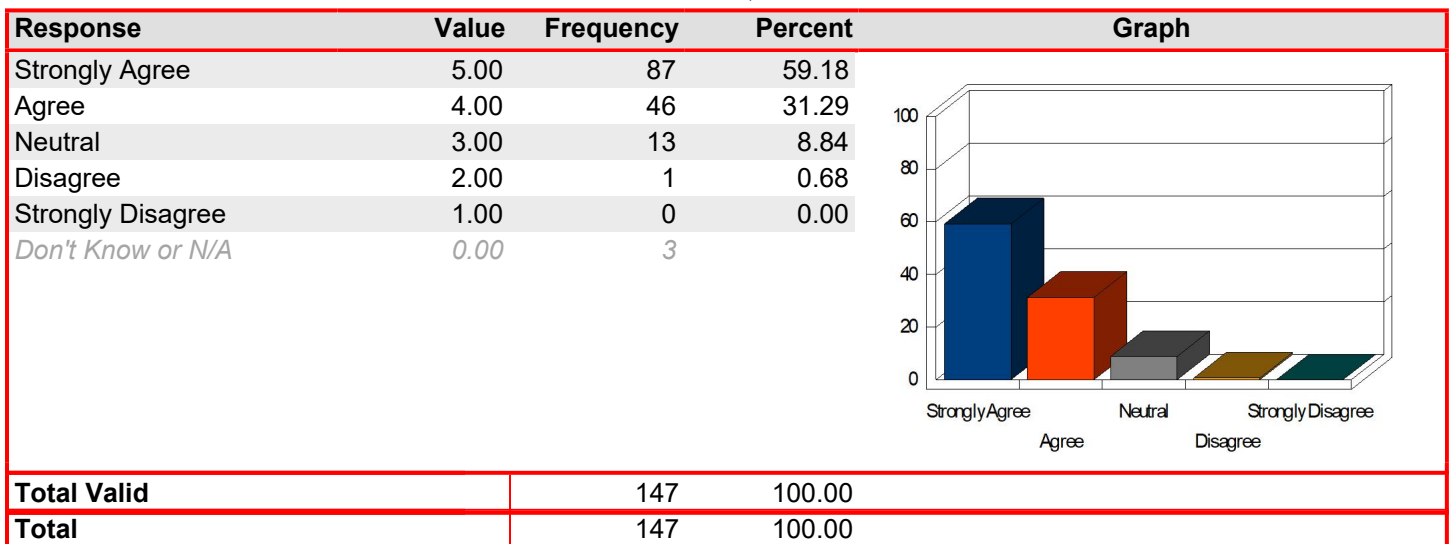
AGREEMENT: The bookstore has helpful in-store signs

Mean: 4.54



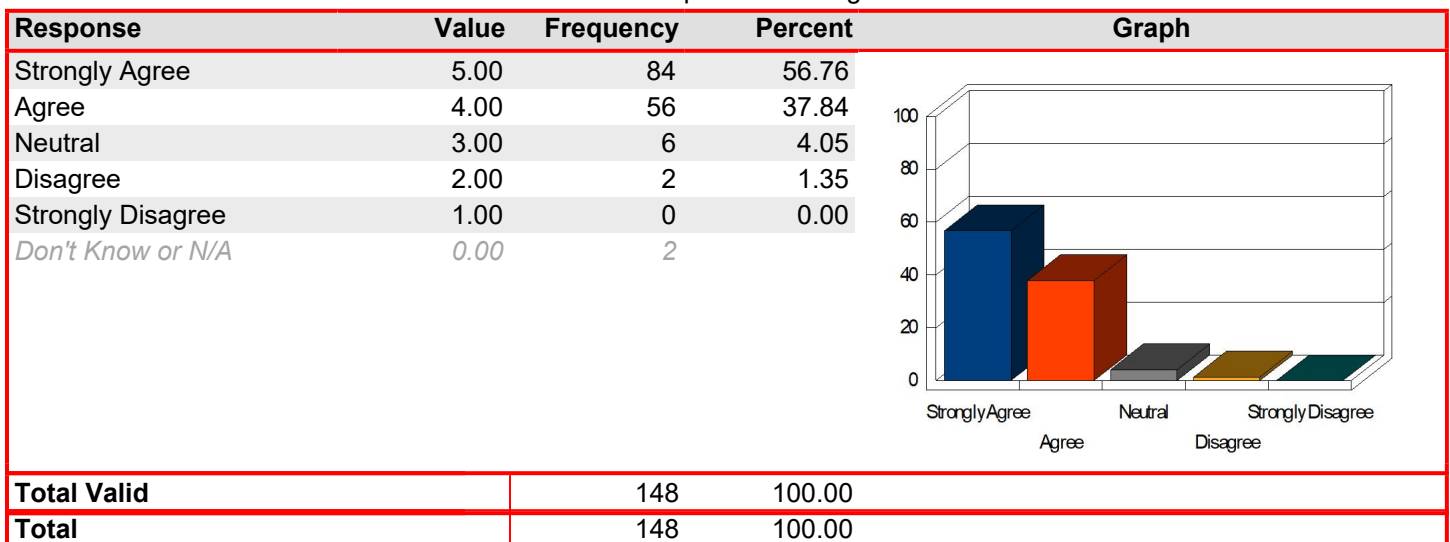
AGREEMENT: The bookstore has the course materials I need, when I need them

Mean: 4.49



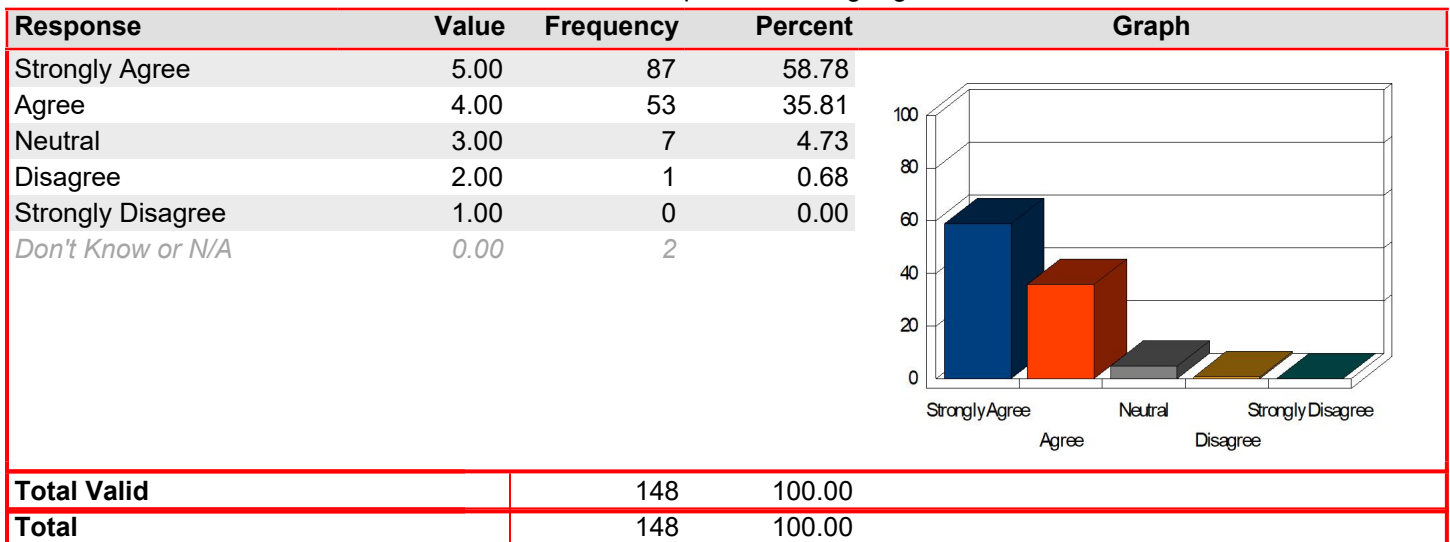
AGREEMENT: The bookstore has reasonable hours of operation during the semester

Mean: 4.50



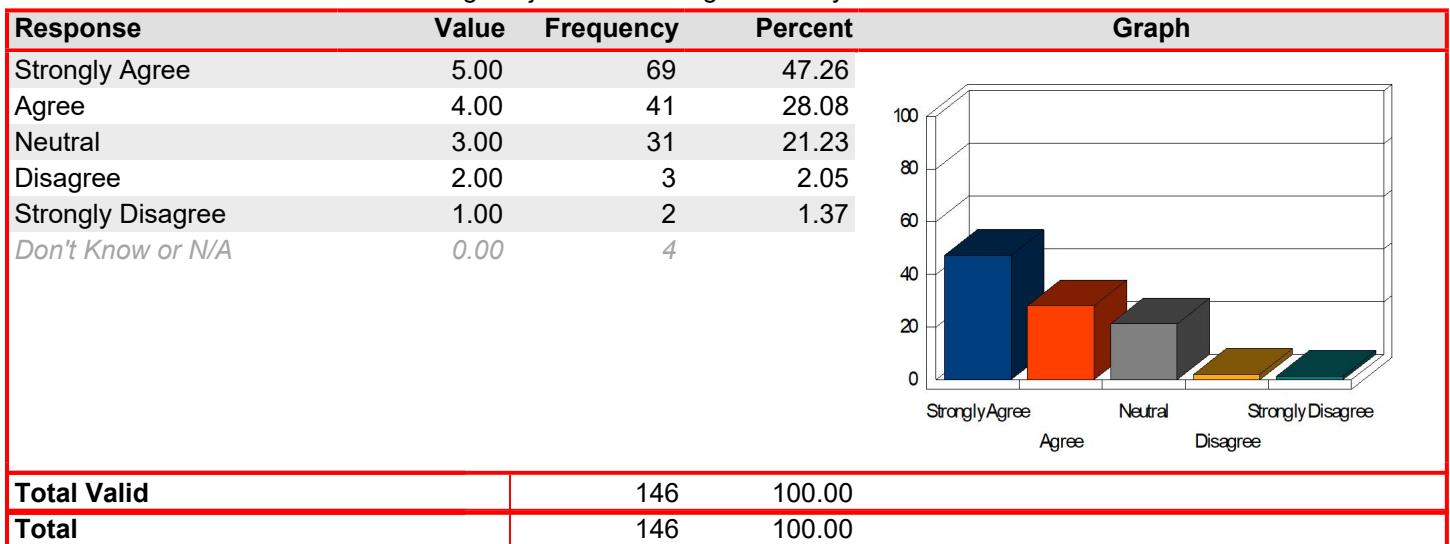
AGREEMENT: The bookstore has reasonable hours of operation during registration

Mean: 4.53



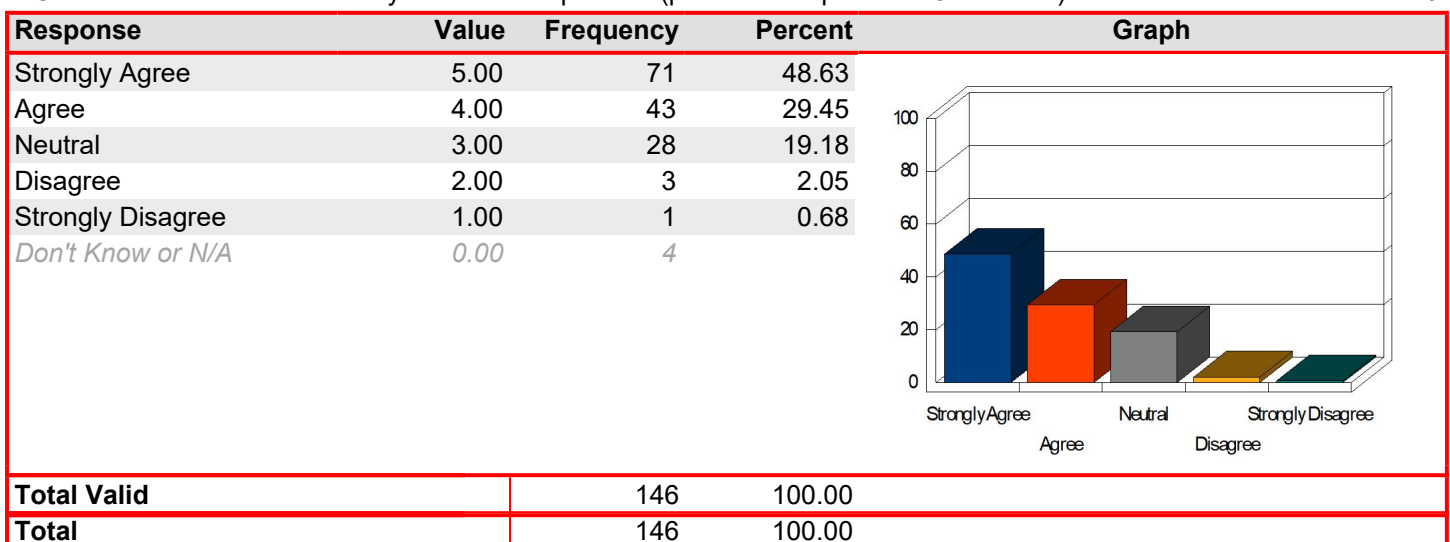
AGREEMENT: The bookstore does a good job of educating us on why books cost so much

Mean: 4.18



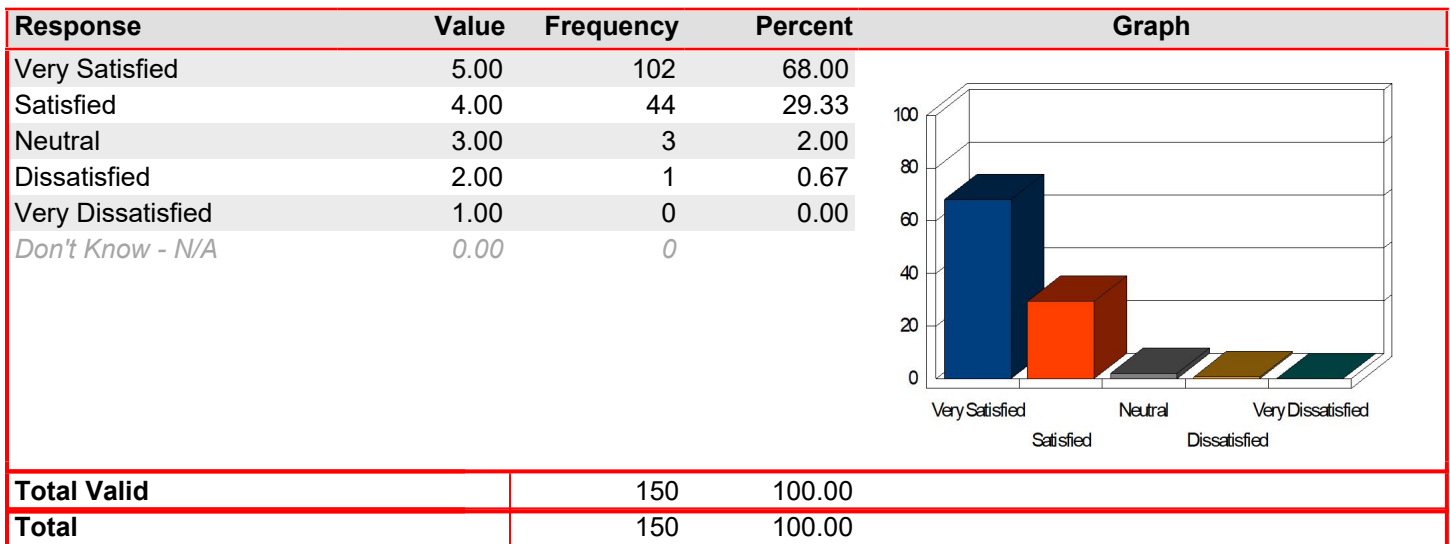
AGREEMENT: I understand why books are expensive (publishers represent 75% of cost)

Mean: 4.23



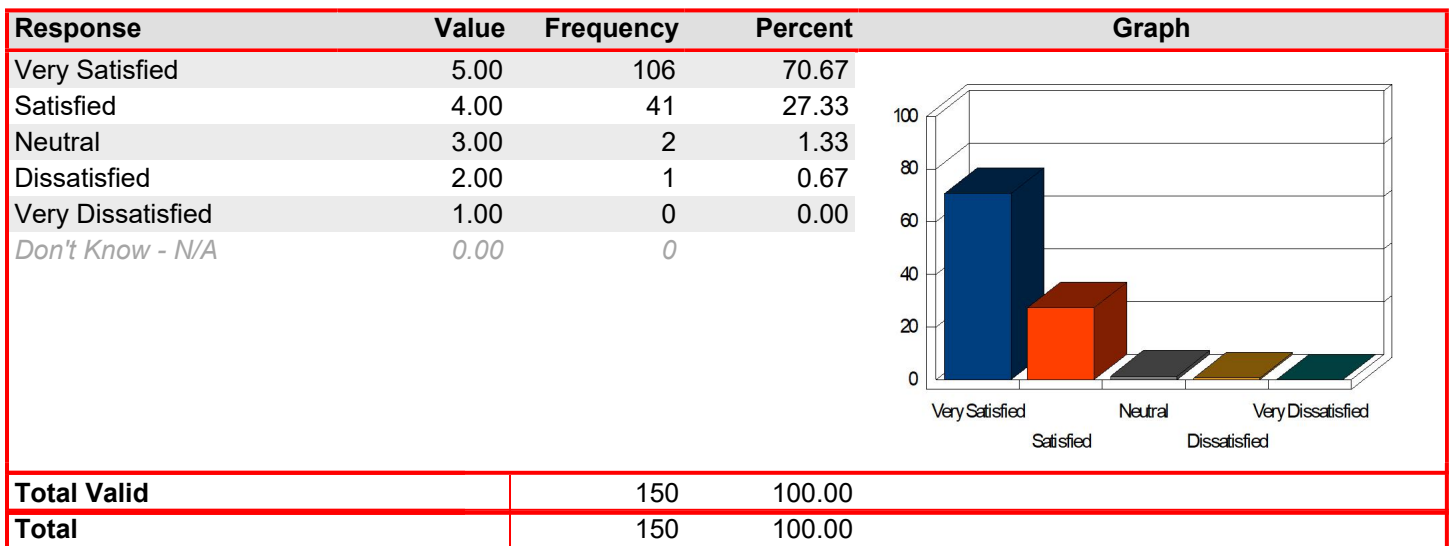
Satisfaction: Assistance of staff

Mean: 4.65



Satisfaction: Friendliness of staff

Mean: 4.68



Satisfaction: Knowledge of staff

Mean: 4.59

| Response | Value | Frequency | Percent | Graph |
|-------------------------|-------------|-----------|---------|-------|
| Very Satisfied | 5.00 | 96 | 64.00 | |
| Satisfied | 4.00 | 44 | 29.33 | |
| Neutral | 3.00 | 8 | 5.33 | |
| Dissatisfied | 2.00 | 0 | 0.00 | |
| Very Dissatisfied | 1.00 | 0 | 0.00 | |
| <i>Don't Know - N/A</i> | <i>0.00</i> | <i>0</i> | | |
| Total Valid | | 148 | 98.67 | |
| No Response | | 2 | 1.33 | |
| Total | | 150 | 100.00 | |

Satisfaction: Selection of school supplies

Mean: 4.49

| Response | Value | Frequency | Percent | Graph |
|-------------------------|-------------|-----------|---------|-------|
| Very Satisfied | 5.00 | 87 | 58.39 | |
| Satisfied | 4.00 | 49 | 32.89 | |
| Neutral | 3.00 | 12 | 8.05 | |
| Dissatisfied | 2.00 | 1 | 0.67 | |
| Very Dissatisfied | 1.00 | 0 | 0.00 | |
| <i>Don't Know - N/A</i> | <i>0.00</i> | <i>1</i> | | |
| Total Valid | | 149 | 100.00 | |
| Total | | 149 | 100.00 | |

Satisfaction: Variety of college logo items

Mean: 4.54

| Response | Value | Frequency | Percent | Graph |
|-------------------------|-------------|-----------|---------|-------|
| Very Satisfied | 5.00 | 91 | 61.07 | |
| Satisfied | 4.00 | 47 | 31.54 | |
| Neutral | 3.00 | 11 | 7.38 | |
| Dissatisfied | 2.00 | 0 | 0.00 | |
| Very Dissatisfied | 1.00 | 0 | 0.00 | |
| <i>Don't Know - N/A</i> | <i>0.00</i> | <i>1</i> | | |
| Total Valid | | 149 | 100.00 | |
| Total | | 149 | 100.00 | |

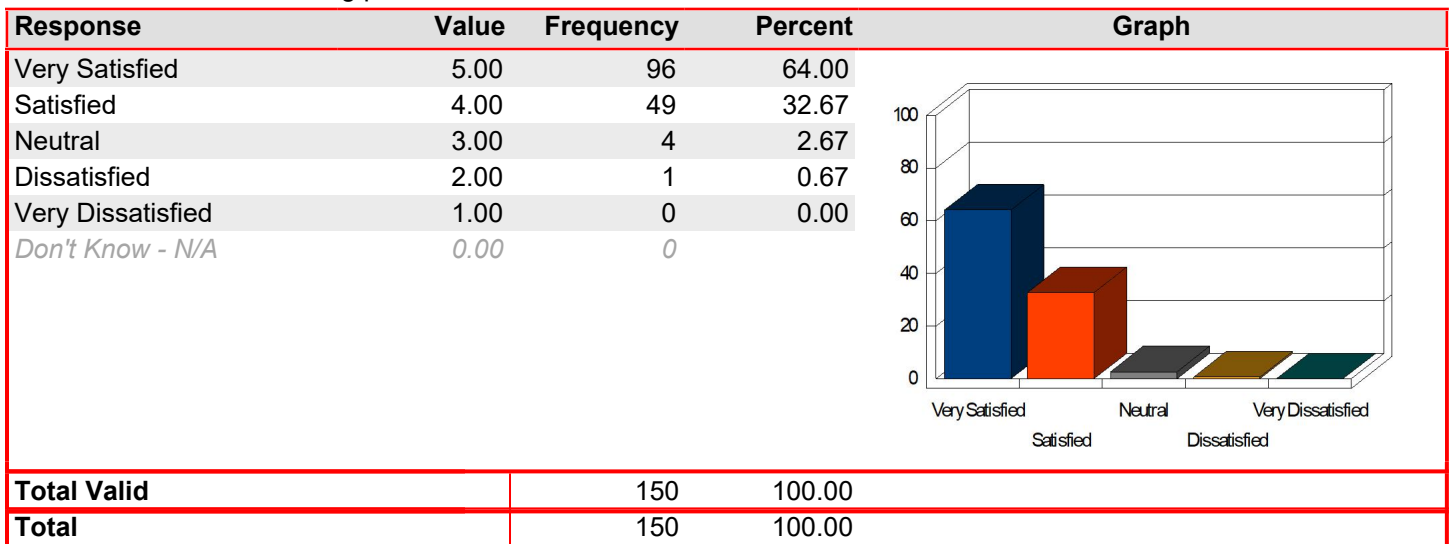
Satisfaction: Variety of clothing items available for purchase

Mean: 4.52

| Response | Value | Frequency | Percent | Graph |
|-------------------------|-------------|-----------|---------|-------|
| Very Satisfied | 5.00 | 90 | 60.00 | |
| Satisfied | 4.00 | 46 | 30.67 | |
| Neutral | 3.00 | 13 | 8.67 | |
| Dissatisfied | 2.00 | 0 | 0.00 | |
| Very Dissatisfied | 1.00 | 0 | 0.00 | |
| <i>Don't Know - N/A</i> | <i>0.00</i> | <i>0</i> | | |
| Total Valid | | 149 | 99.33 | |
| No Response | | 1 | 0.67 | |
| Total | | 150 | 100.00 | |

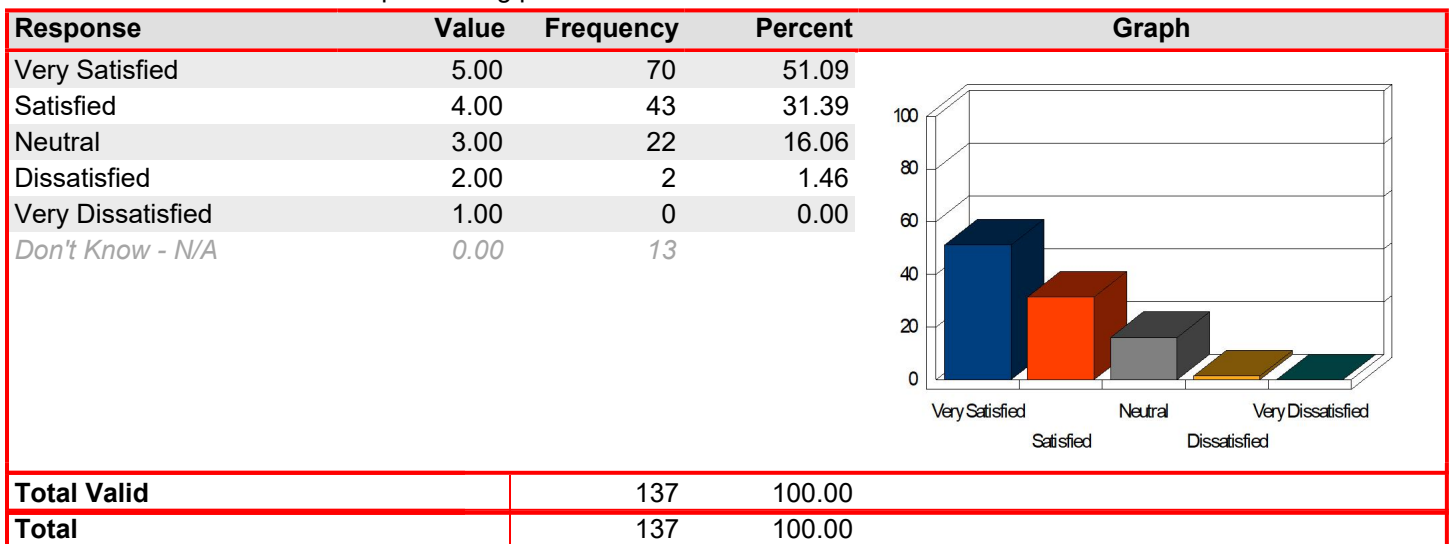
Satisfaction: Ease of locating products I need at the bookstore

Mean: 4.60



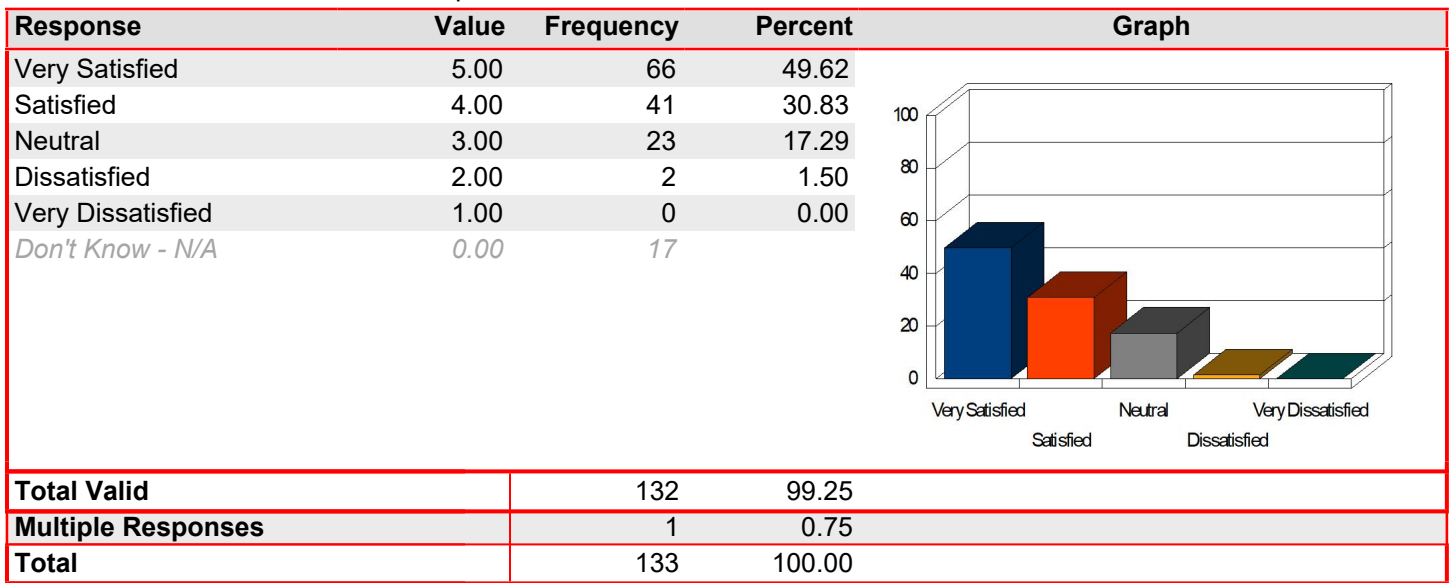
Satisfaction: ONLINE textbook purchasing process

Mean: 4.32



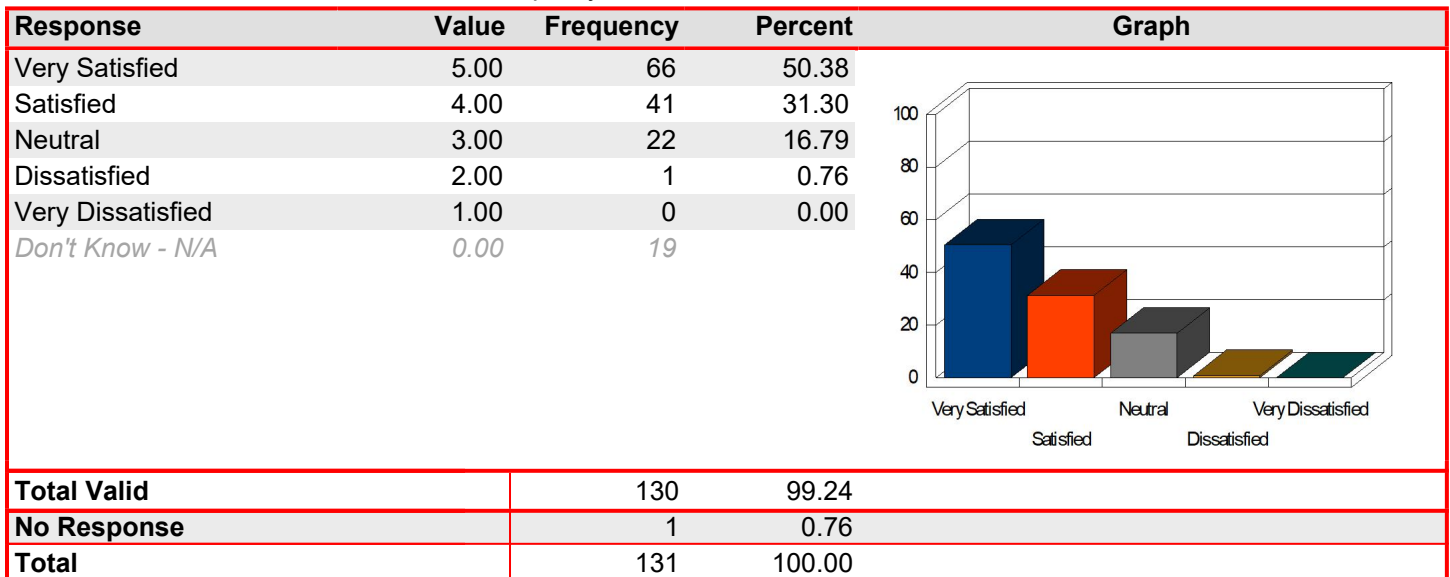
Satisfaction: ONLINE textbook rental process

Mean: 4.30



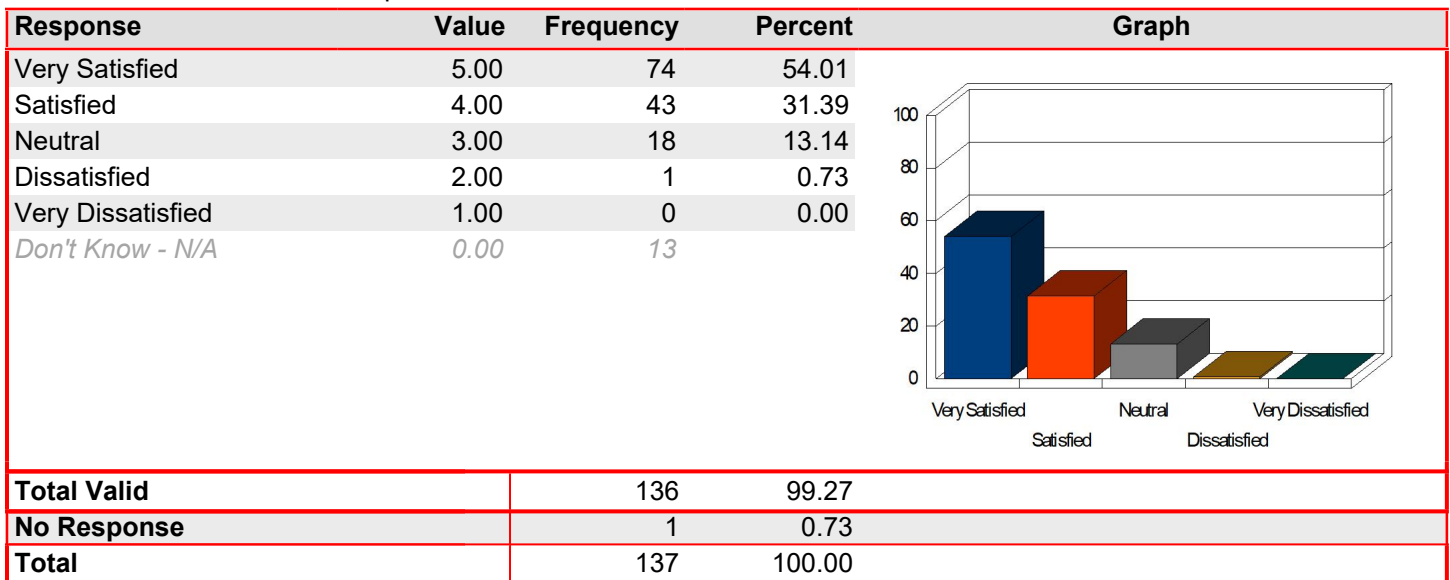
Satisfaction: ONLINE textbook rental return policy

Mean: 4.32



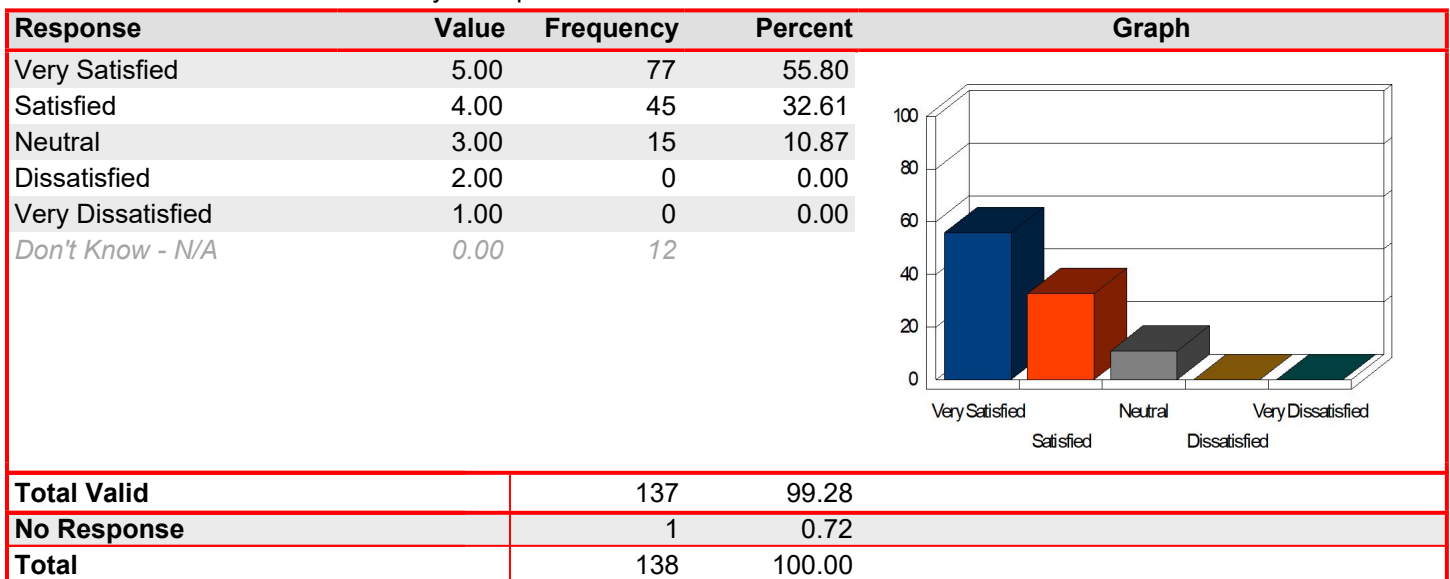
Satisfaction: Bookstores return policies

Mean: 4.40



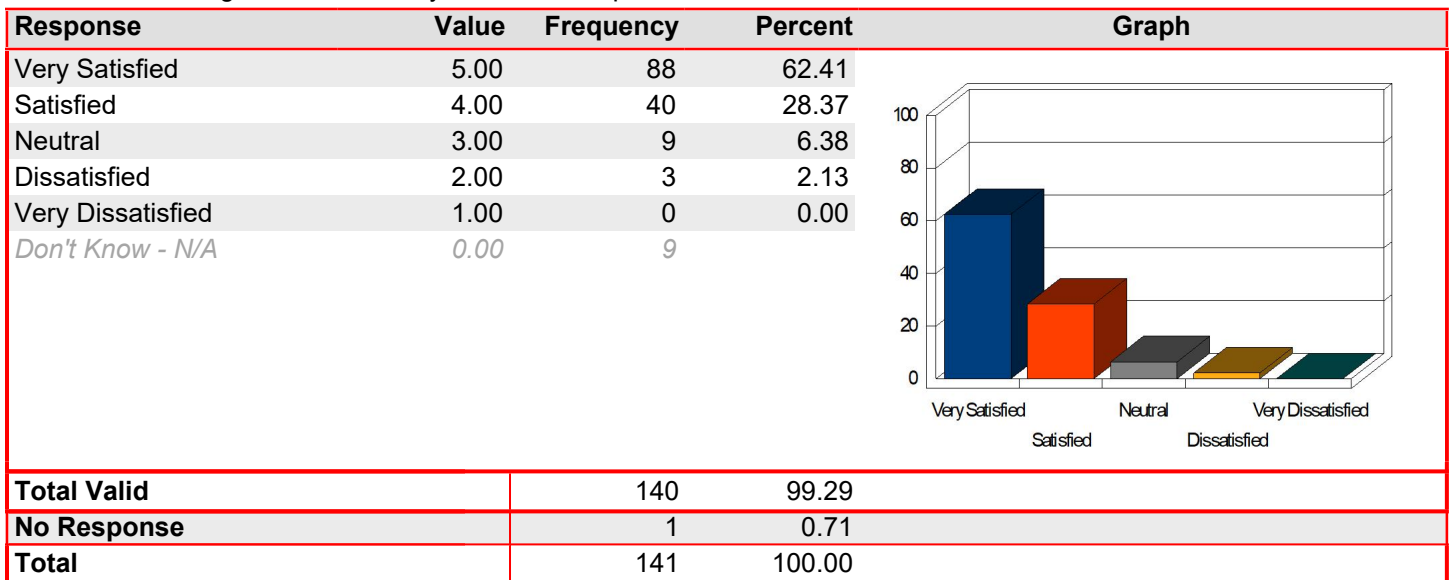
Satisfaction: Bookstore textbook buy back procedures

Mean: 4.45



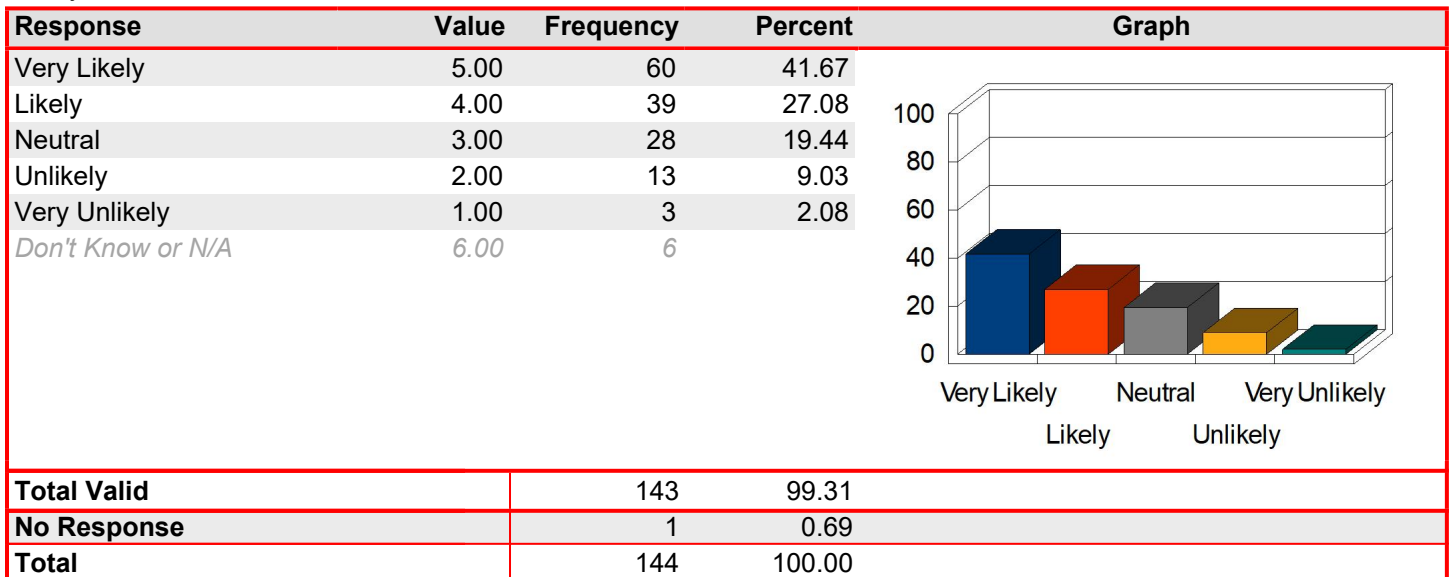
Satisfaction: Using financial aid for your bookstore purchases

Mean: 4.52



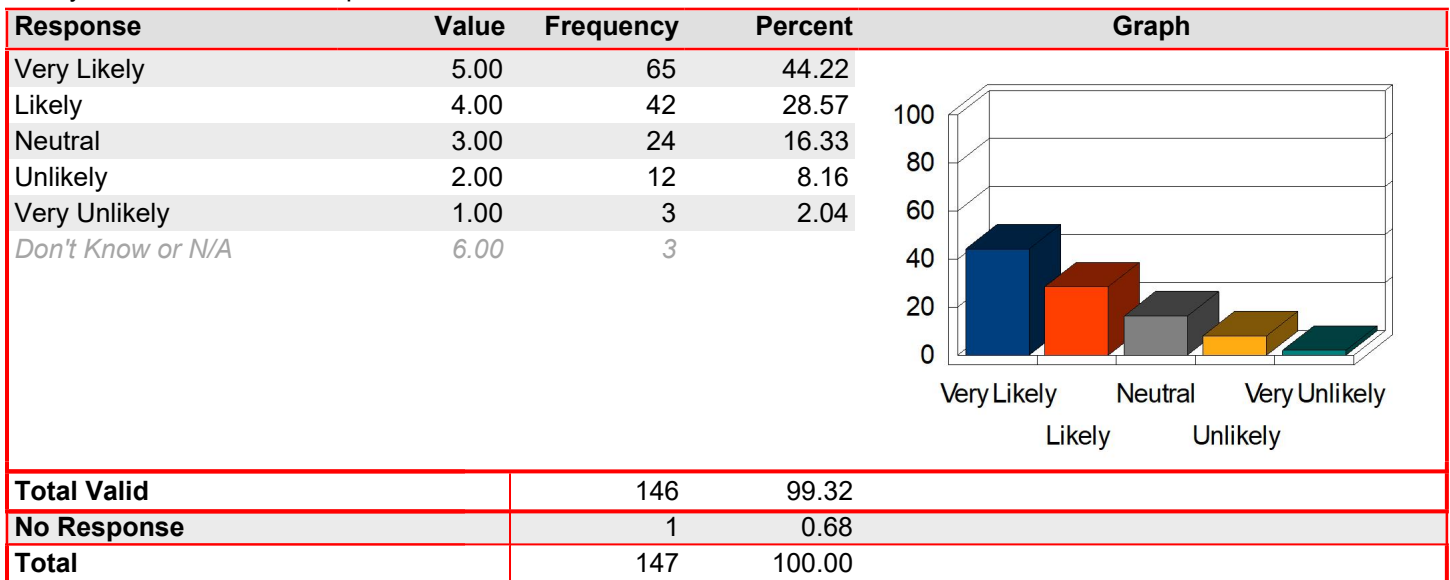
Likely: Purchase and use E-books over traditional textbooks in the future

Mean: 3.98



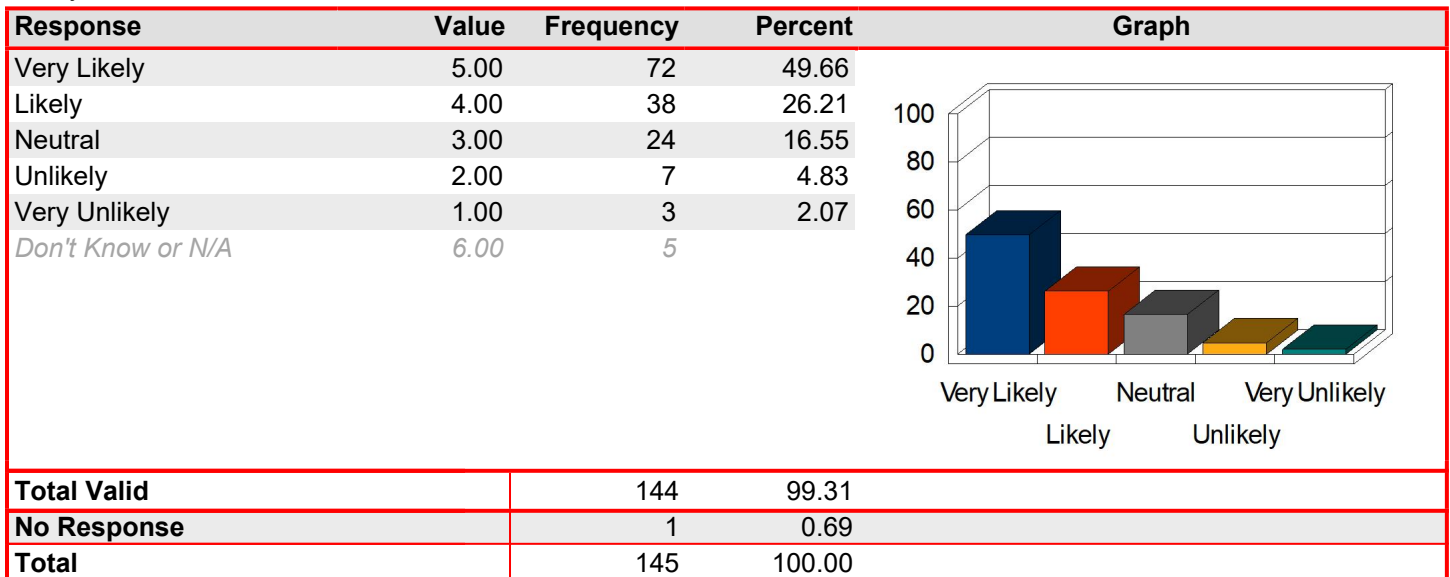
Likely: Make a future online purchase

Mean: 4.05



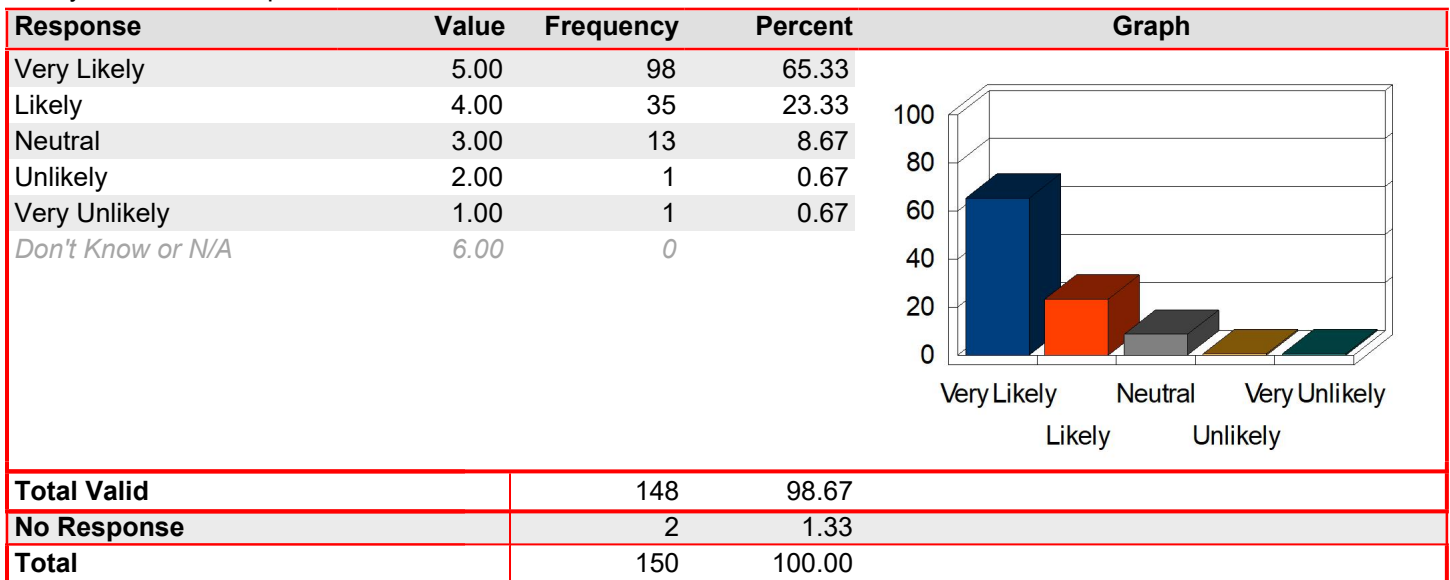
Likely: Rent a Textbook in the future

Mean: 4.17



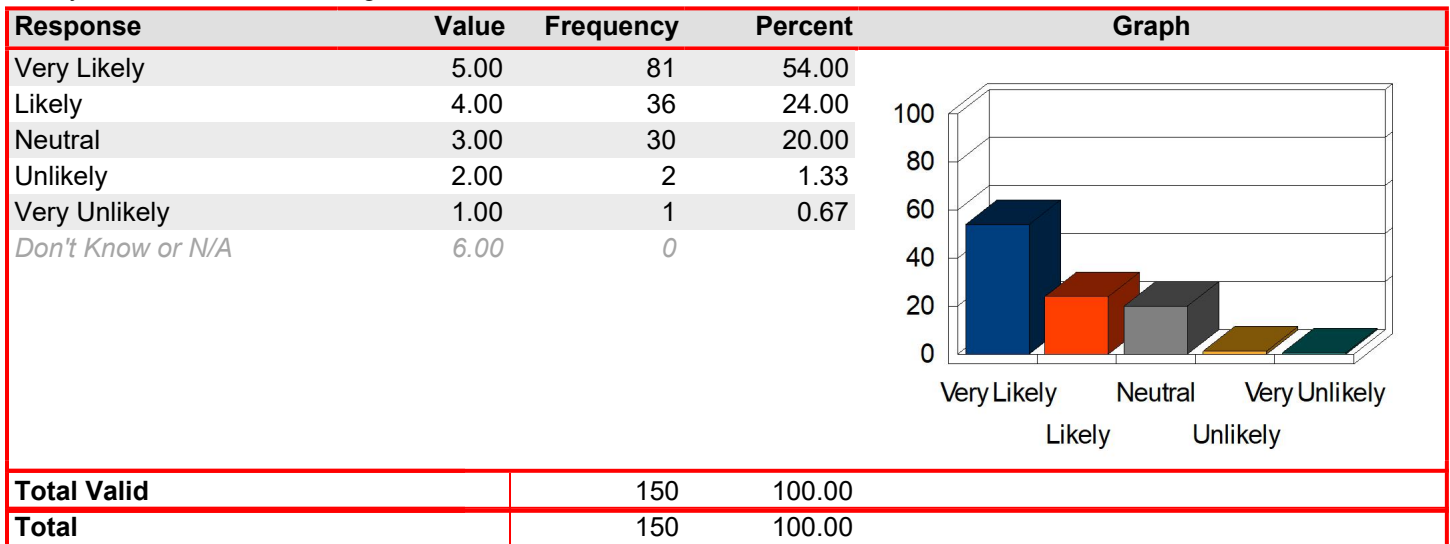
Likely: Make a future purchase at the bookstore

Mean: 4.54



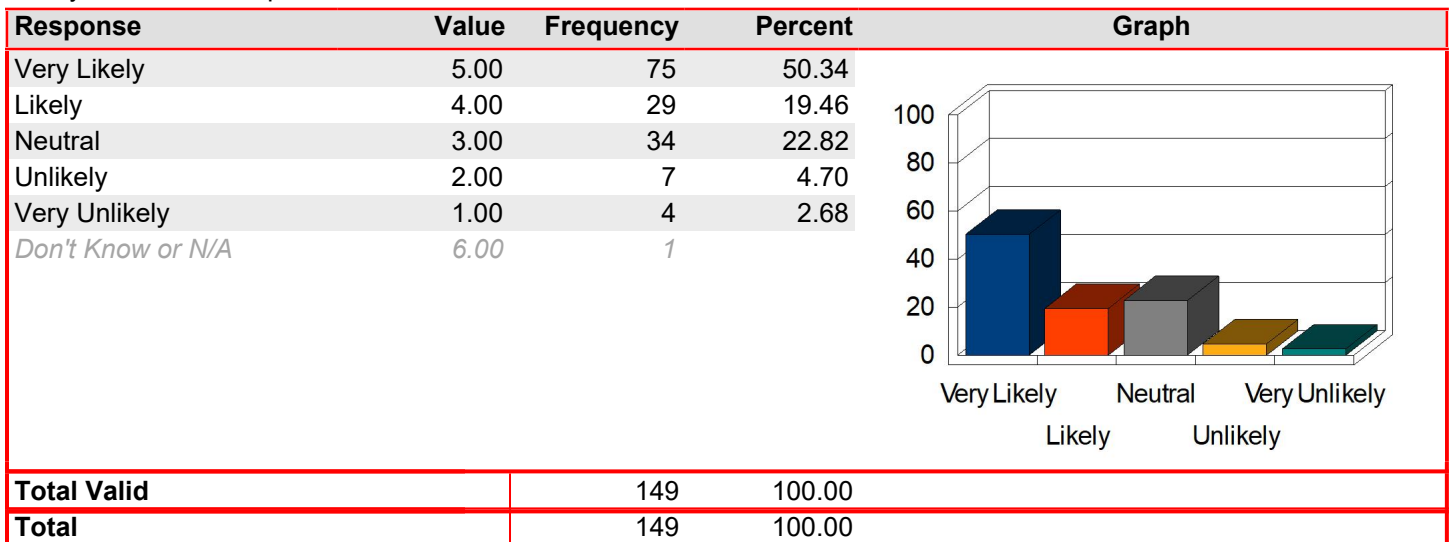
Likely: Purchase more clothing and merchandise if there was a better selection

Mean: 4.29



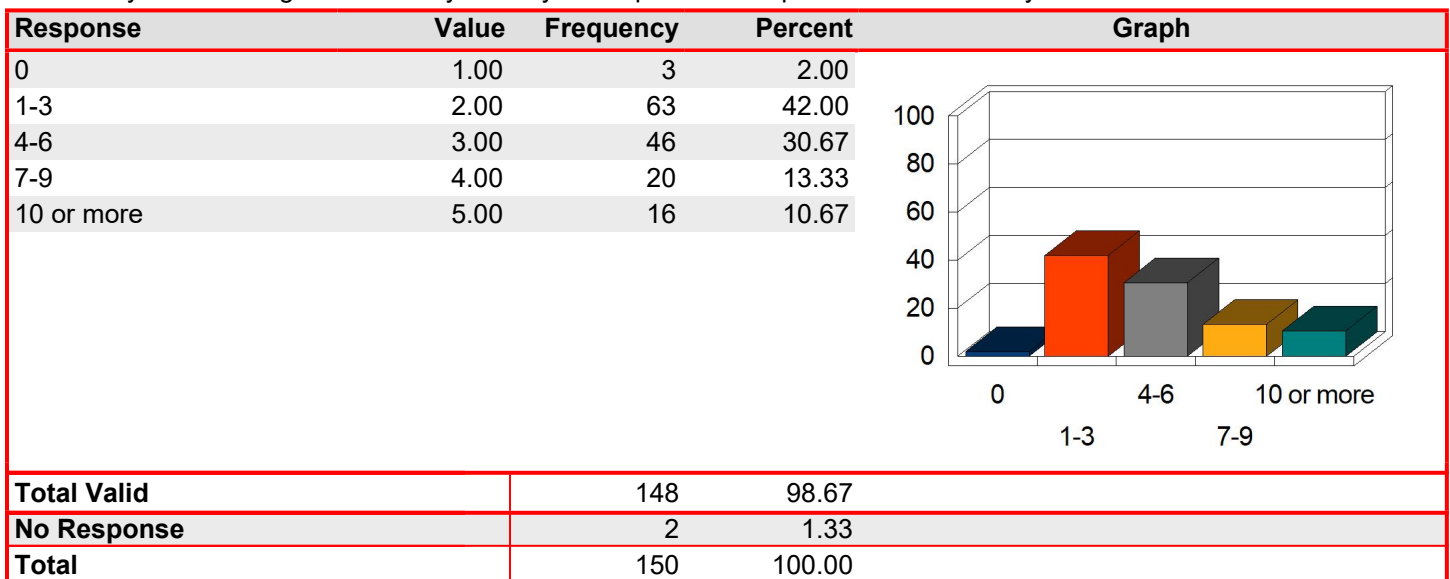
Likely: Purchase computers and other electronics if it were available

Mean: 4.10



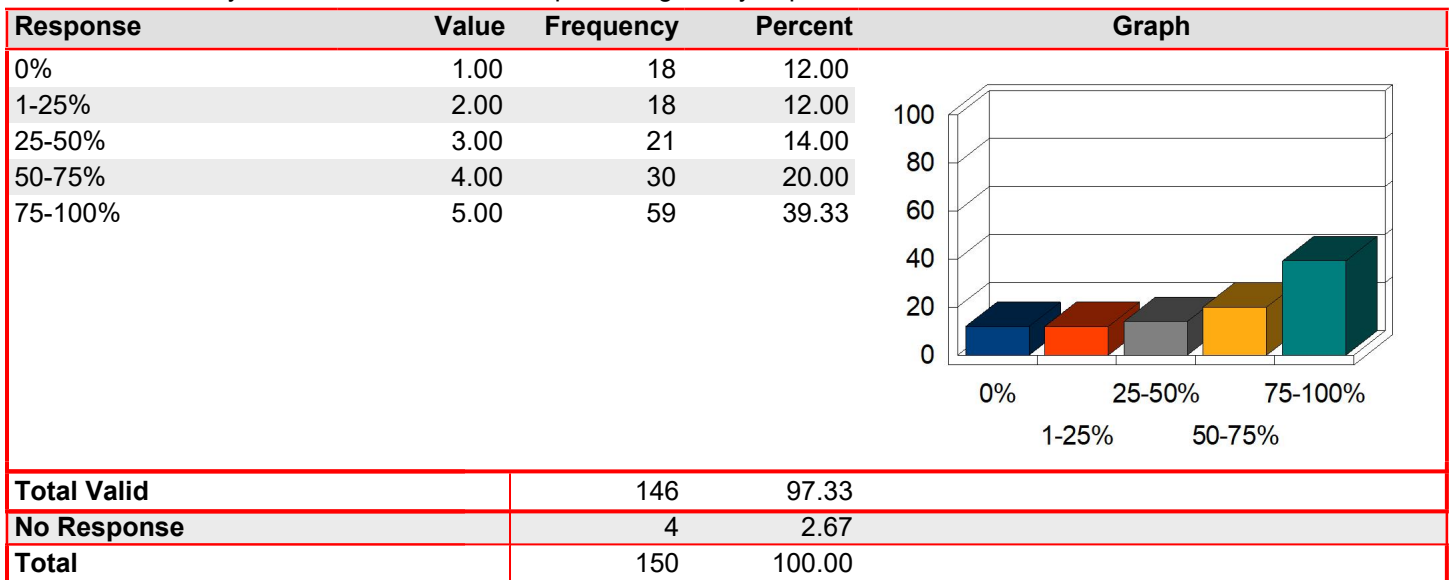
How many times through the school year do you shop at the campus bookstore for any reason?

Mean: 2.89



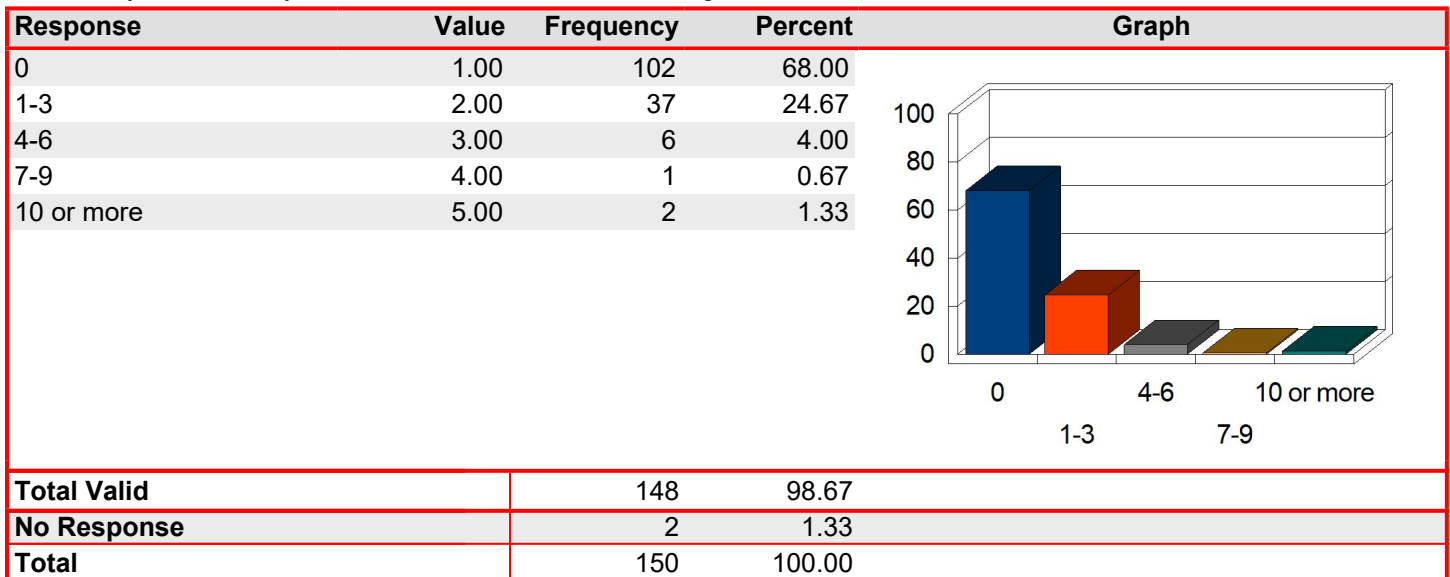
For the textbooks you needed at TVCC, what percentage did you purchase at this bookstore?

Mean: 3.64



How many times have you have rented TEXTBOOKS using our online rental services?

Mean: 1.41



Trinity Valley Community College

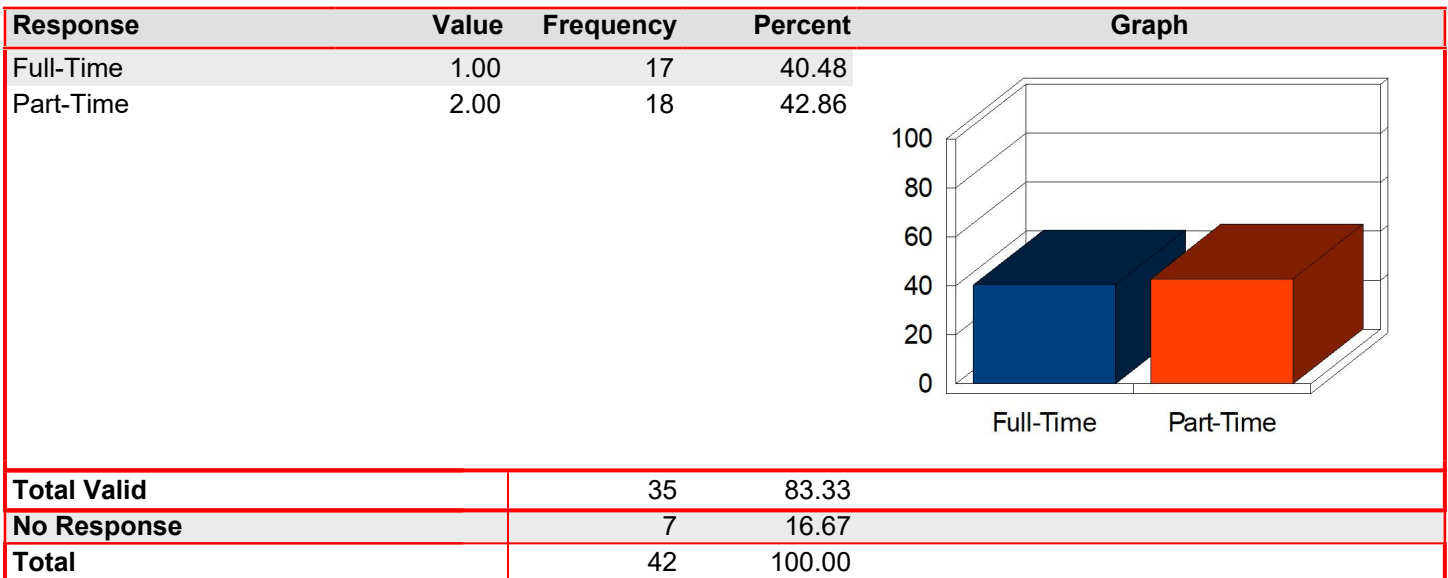
Bookstore Satisfaction Survey

Fall 2019

HSC

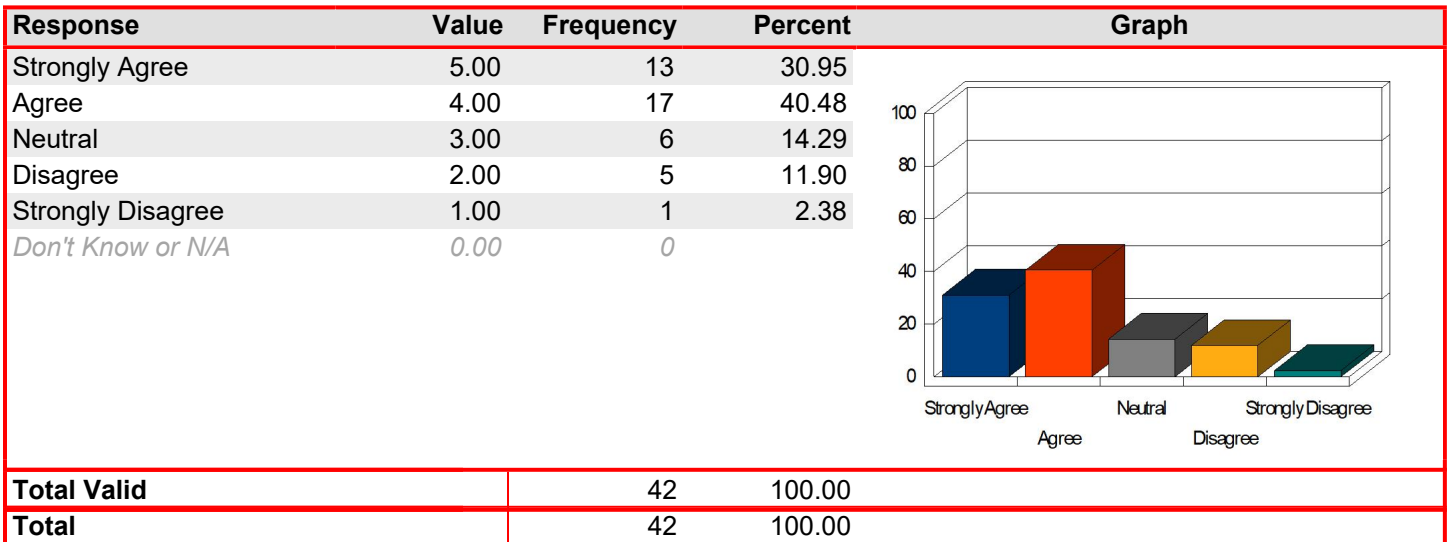
Student Status

Mean: 1.51



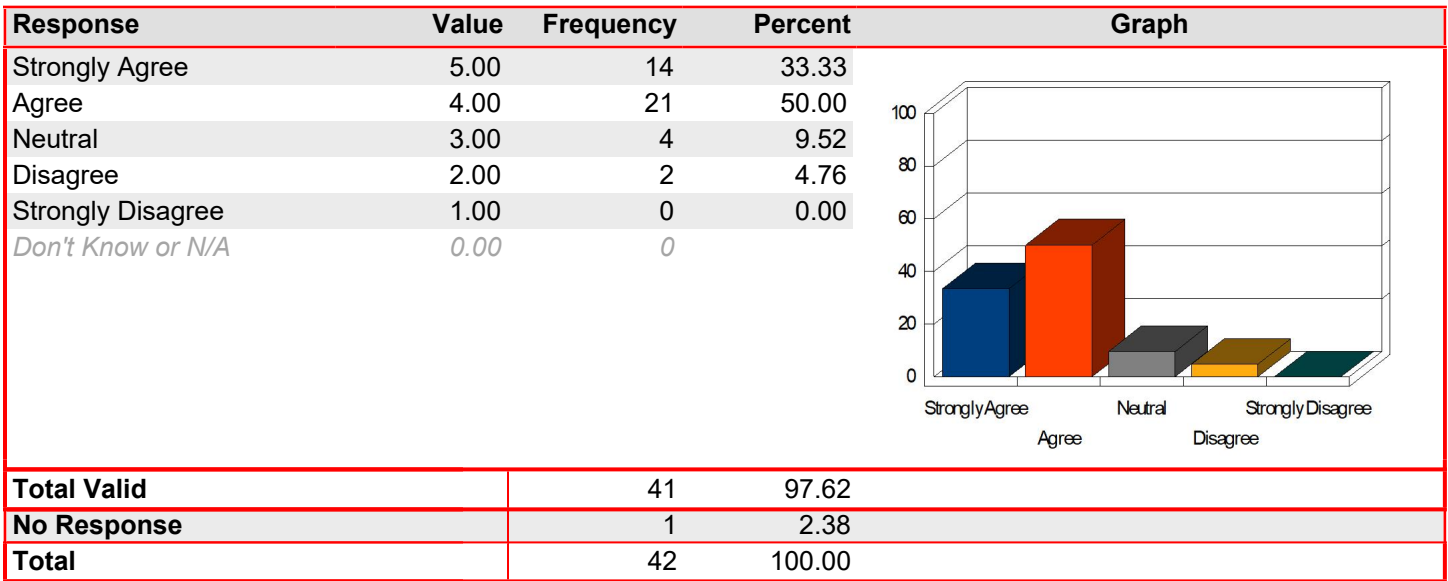
AGREEMENT: I am greeted when entering the bookstore

Mean: 3.86



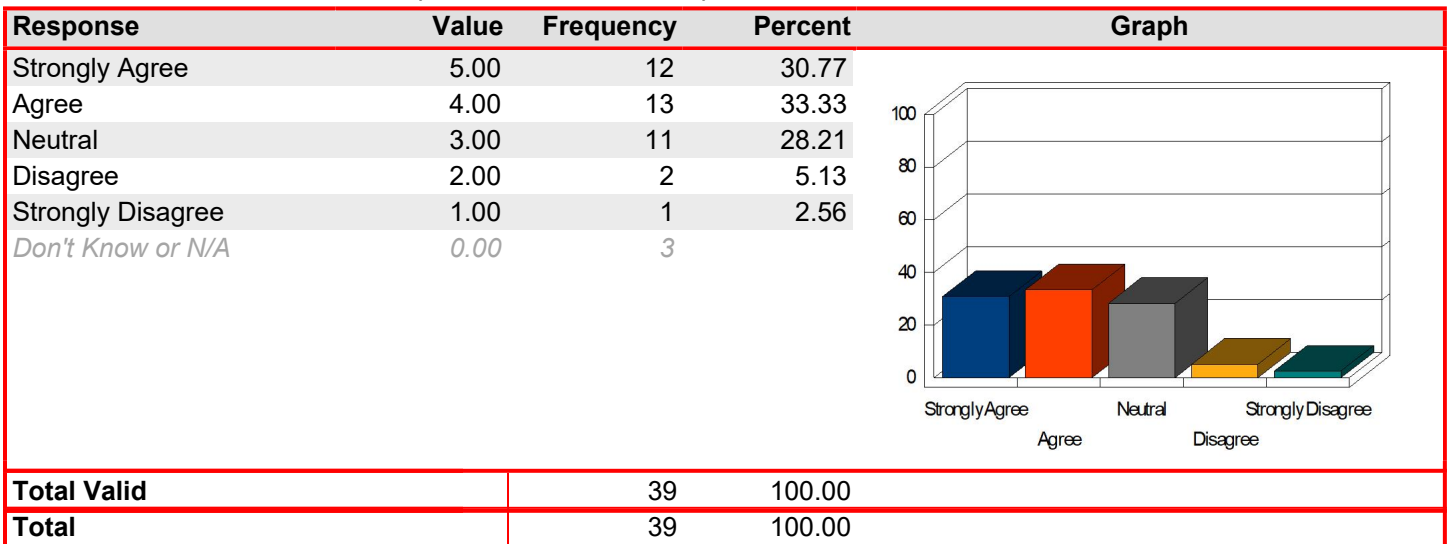
AGREEMENT: It is easy to get assistance at the bookstore

Mean: 4.15



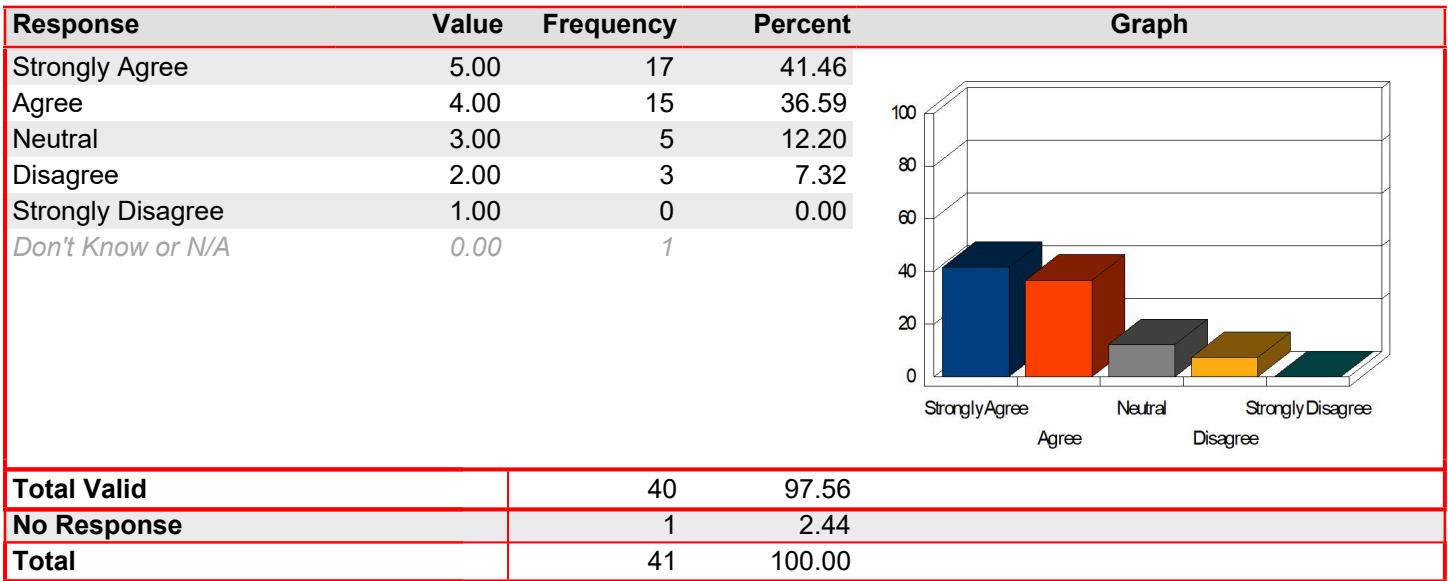
AGREEMENT: Bookstore staff responds to feedback to improve services

Mean: 3.85



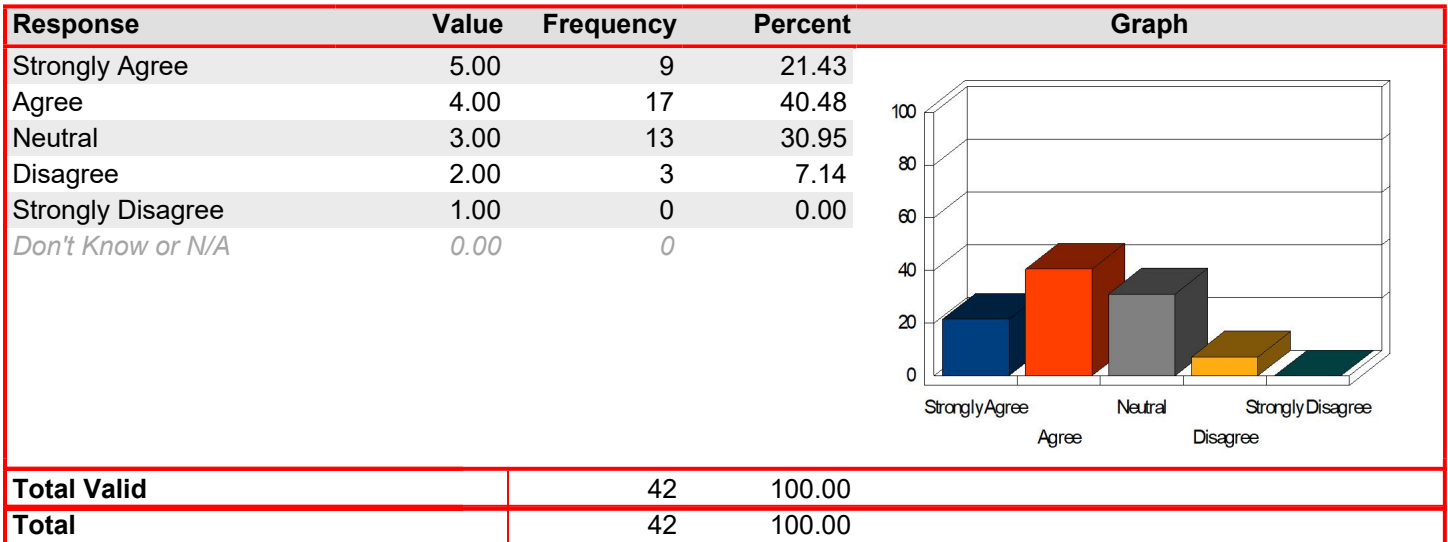
AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 4.15



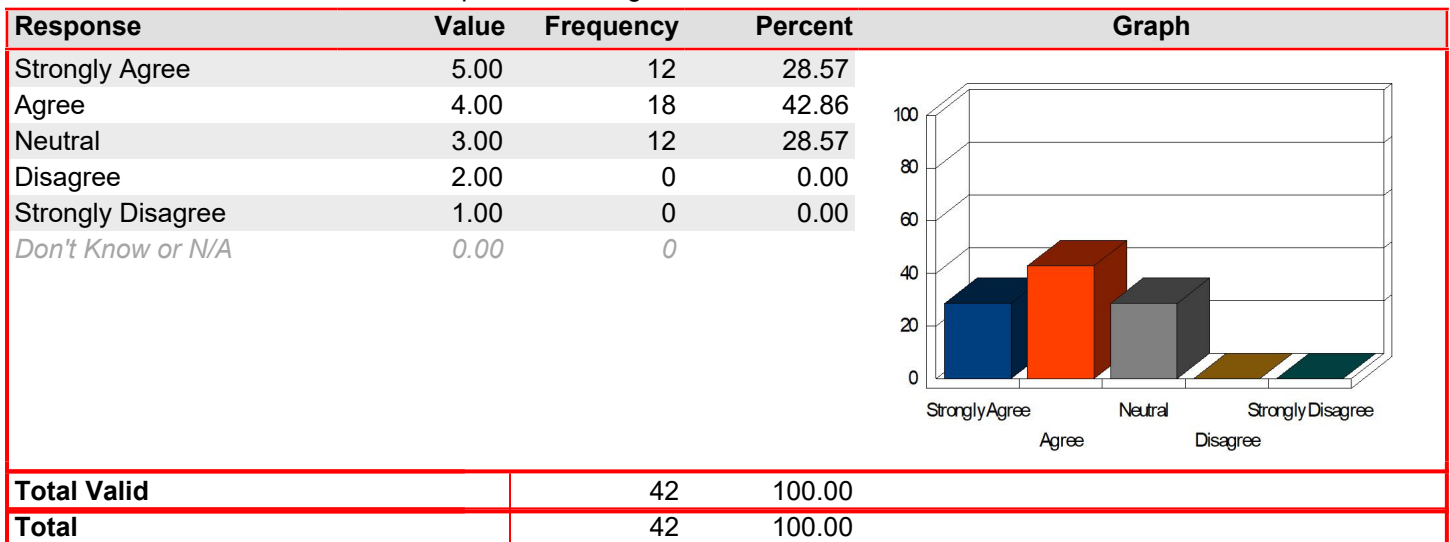
AGREEMENT: The bookstore has attractive displays

Mean: 3.76



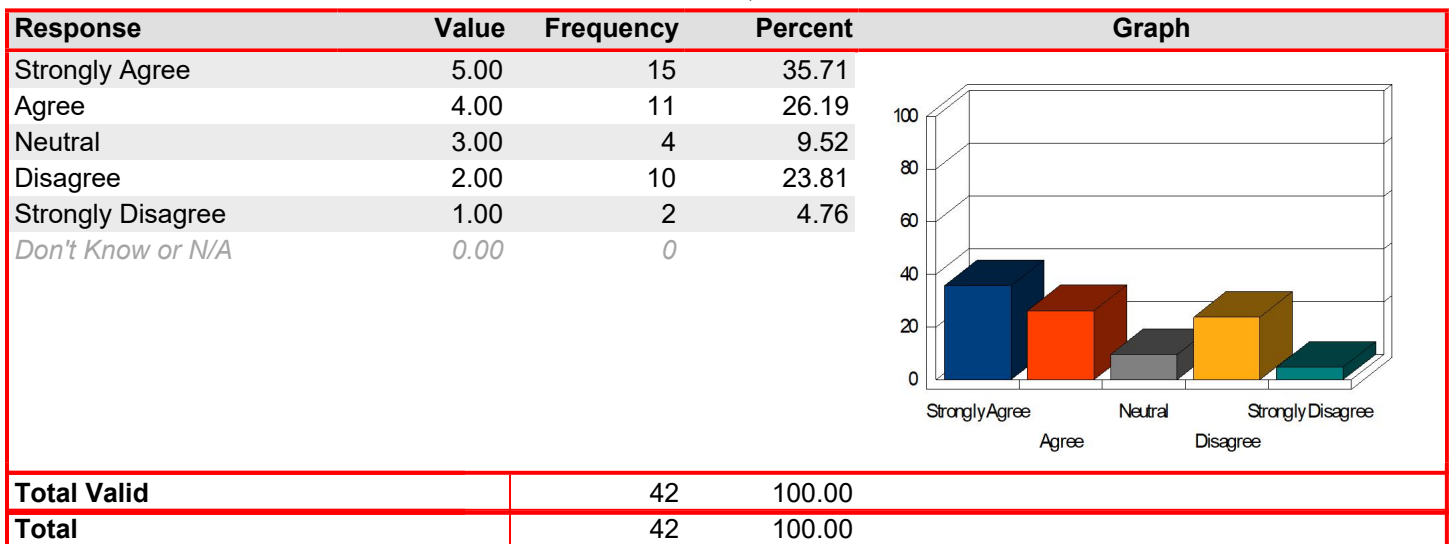
AGREEMENT: The bookstore has helpful in-store signs

Mean: 4.00



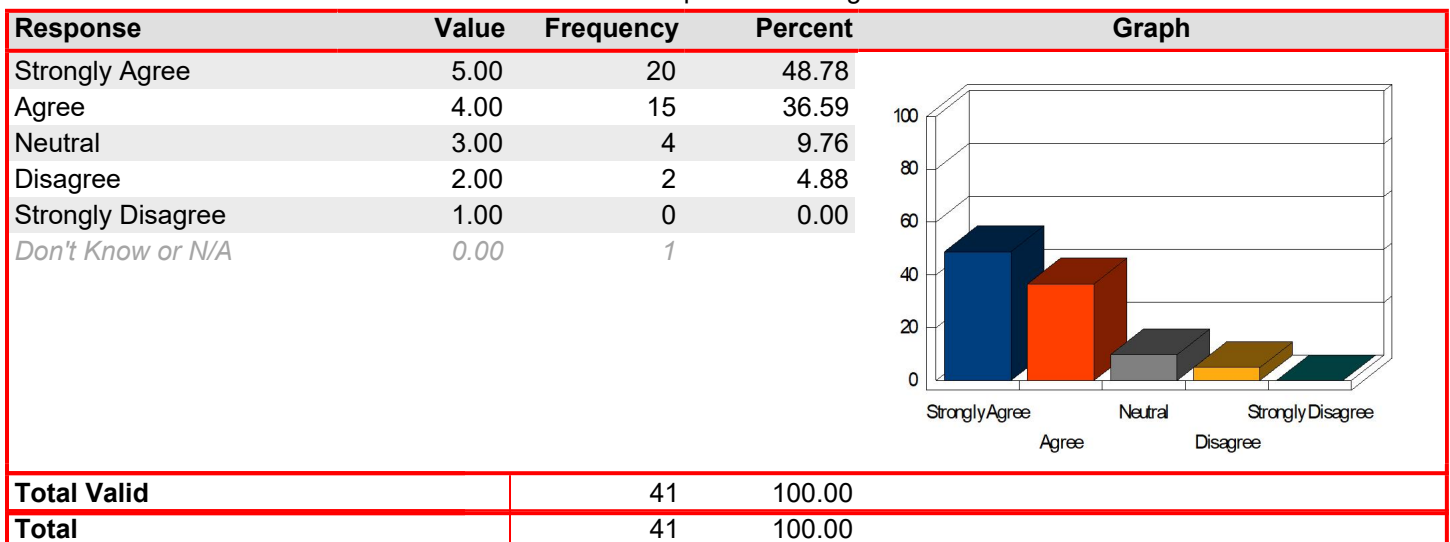
AGREEMENT: The bookstore has the course materials I need, when I need them

Mean: 3.64



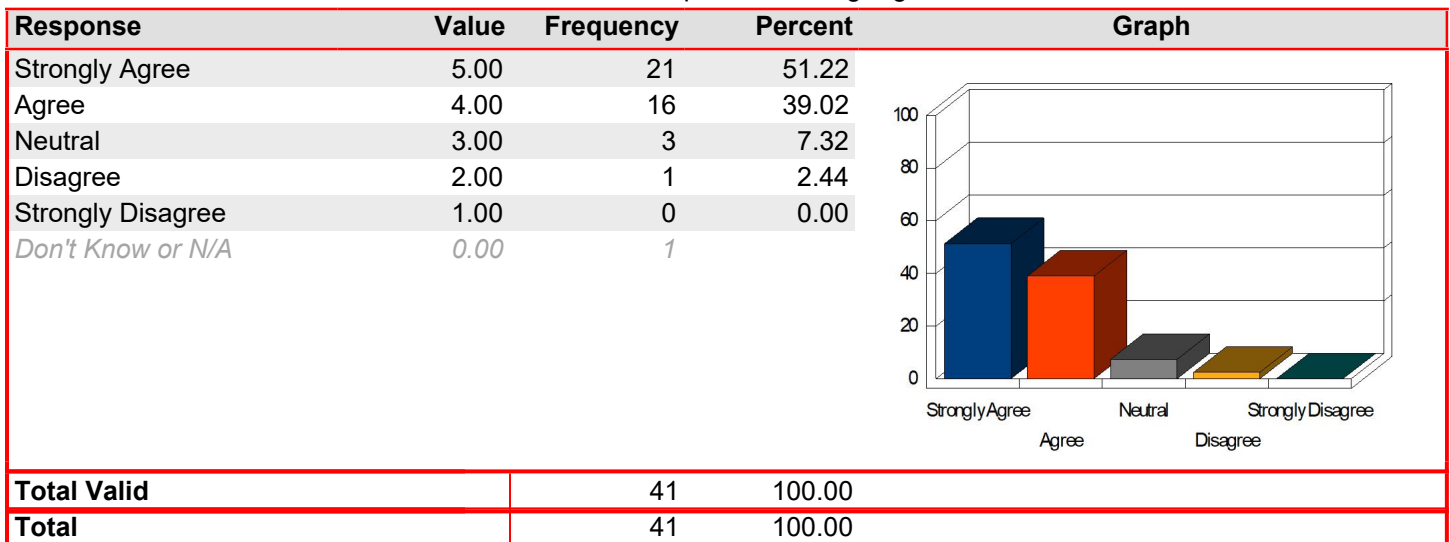
AGREEMENT: The bookstore has reasonable hours of operation during the semester

Mean: 4.29



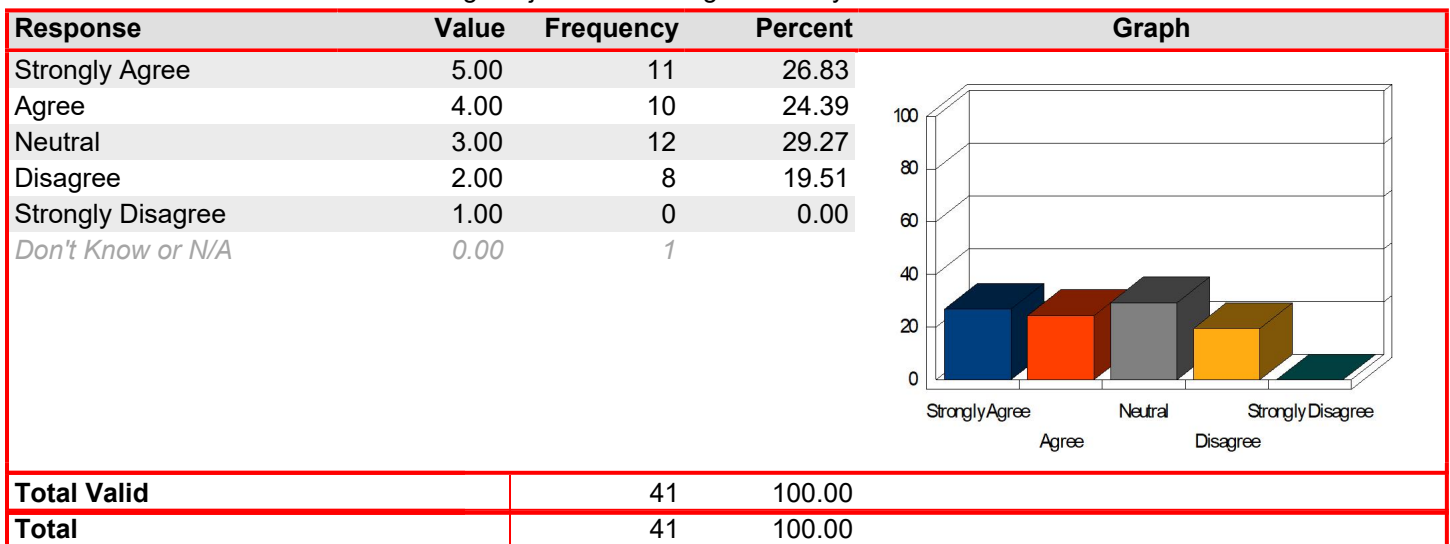
AGREEMENT: The bookstore has reasonable hours of operation during registration

Mean: 4.39



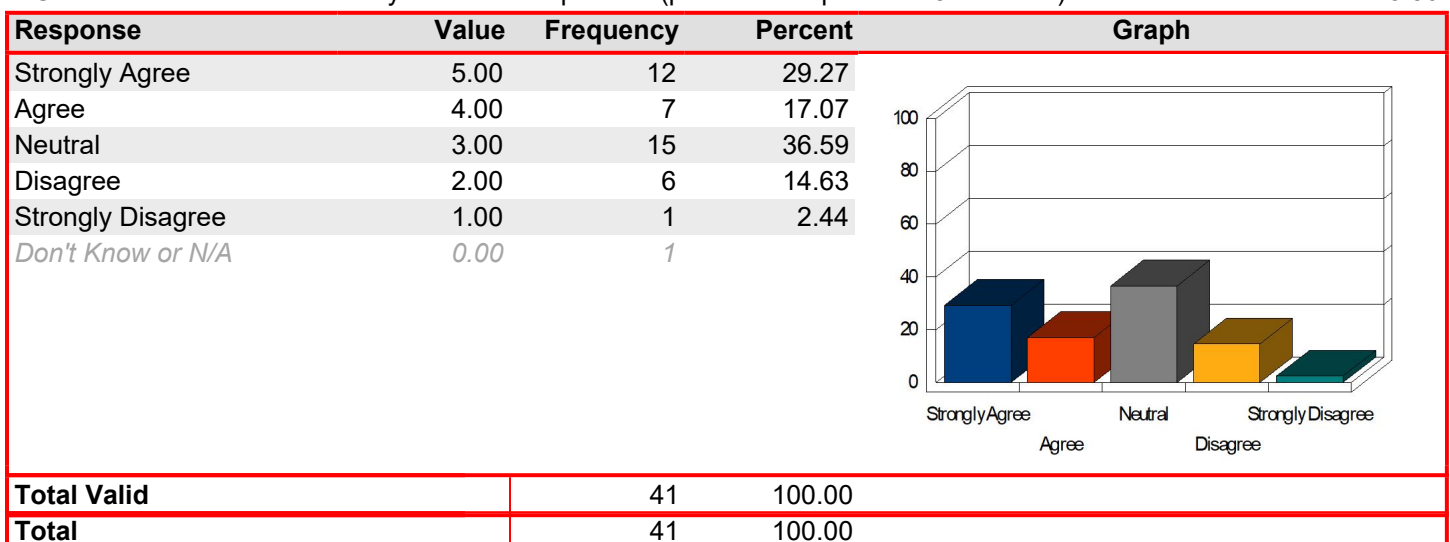
AGREEMENT: The bookstore does a good job of educating us on why books cost so much

Mean: 3.59



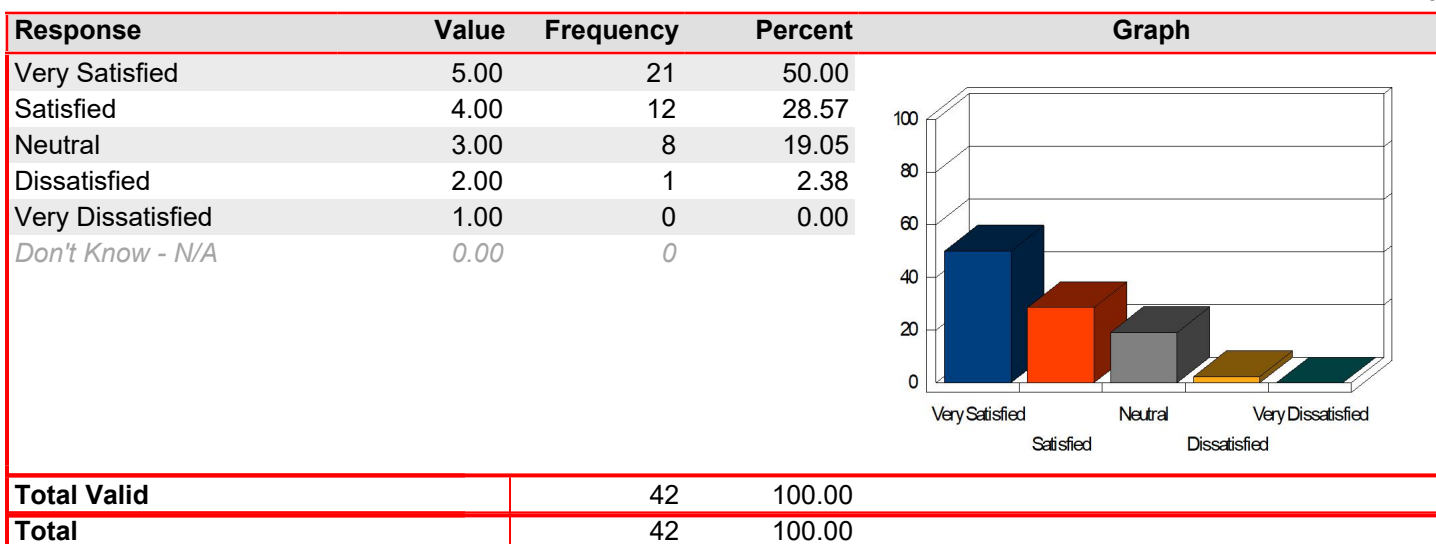
AGREEMENT: I understand why books are expensive (publishers represent 75% of cost)

Mean: 3.56



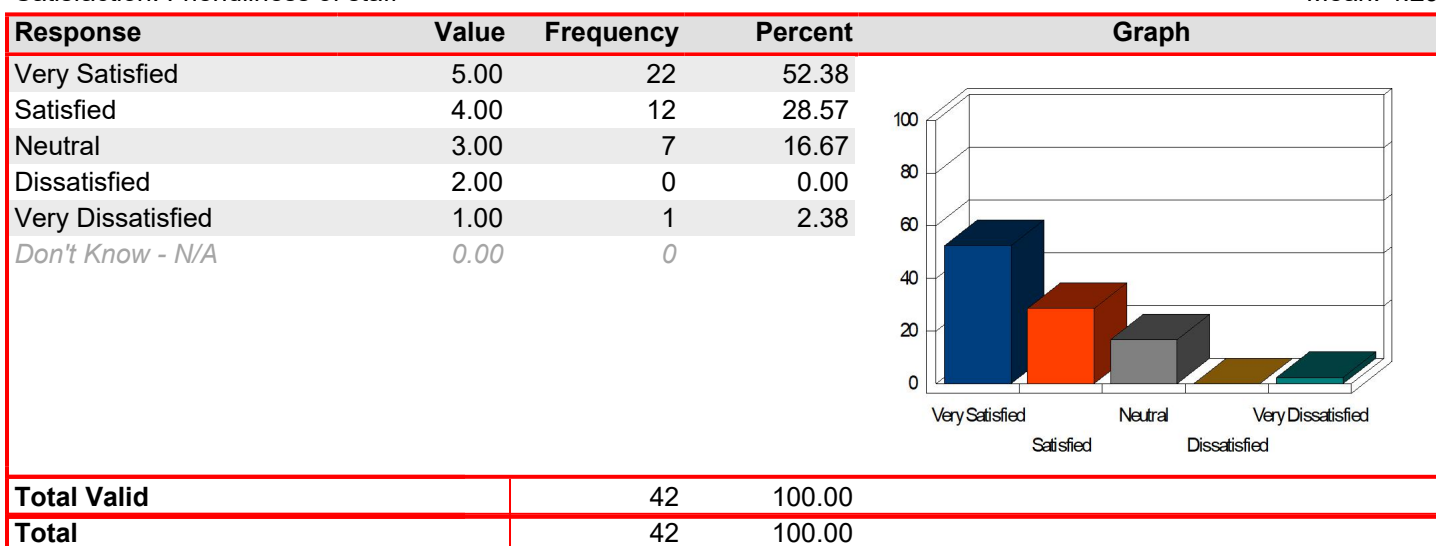
Satisfaction: Assistance of staff

Mean: 4.26



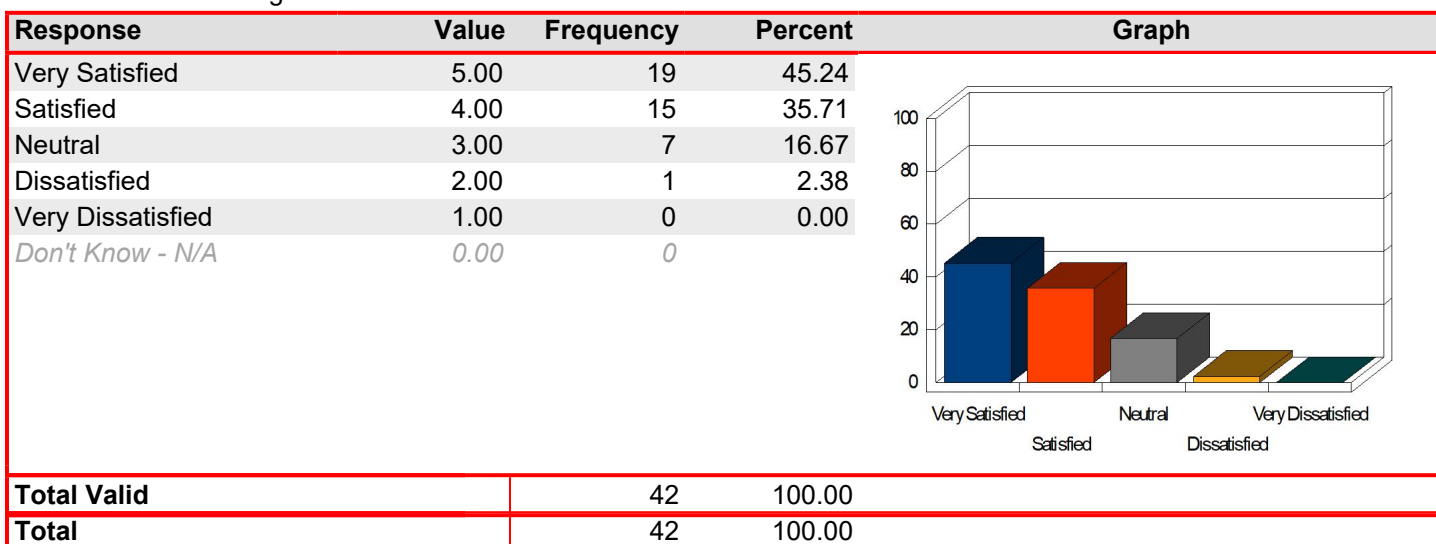
Satisfaction: Friendliness of staff

Mean: 4.29



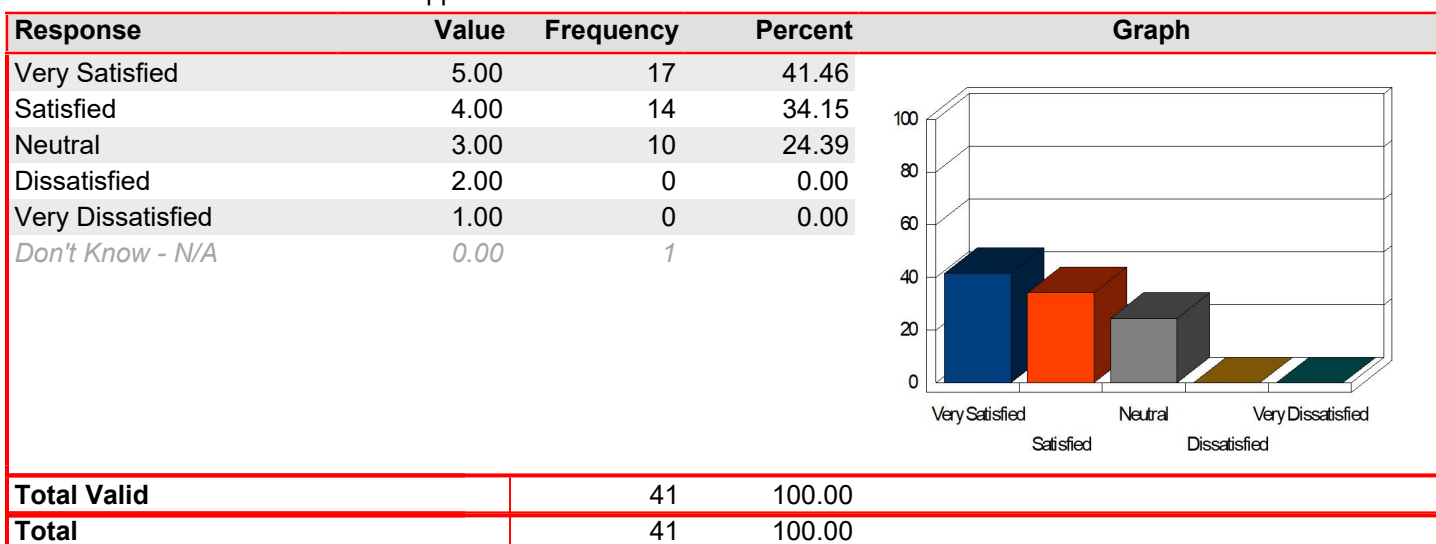
Satisfaction: Knowledge of staff

Mean: 4.24



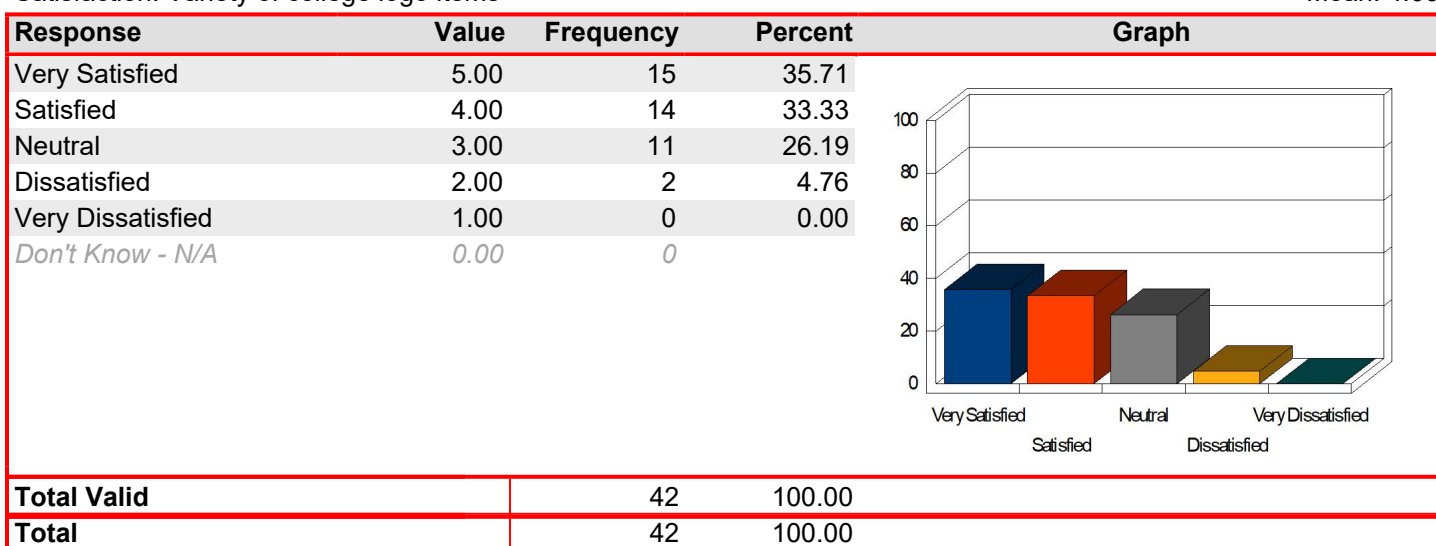
Satisfaction: Selection of school supplies

Mean: 4.17



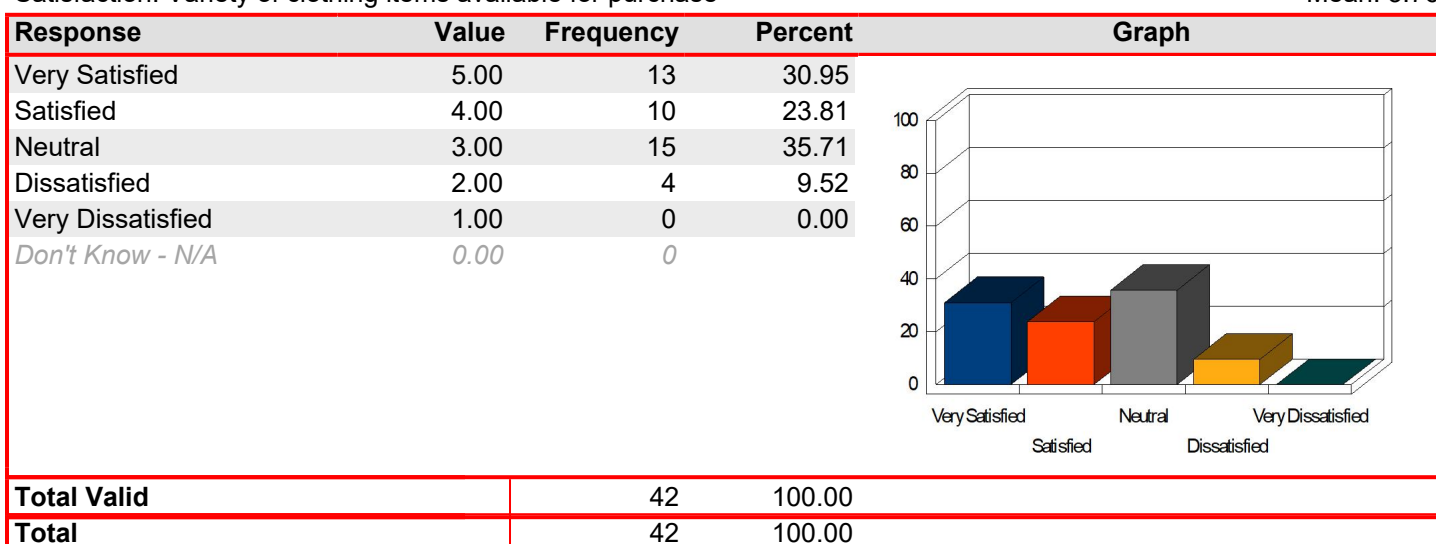
Satisfaction: Variety of college logo items

Mean: 4.00



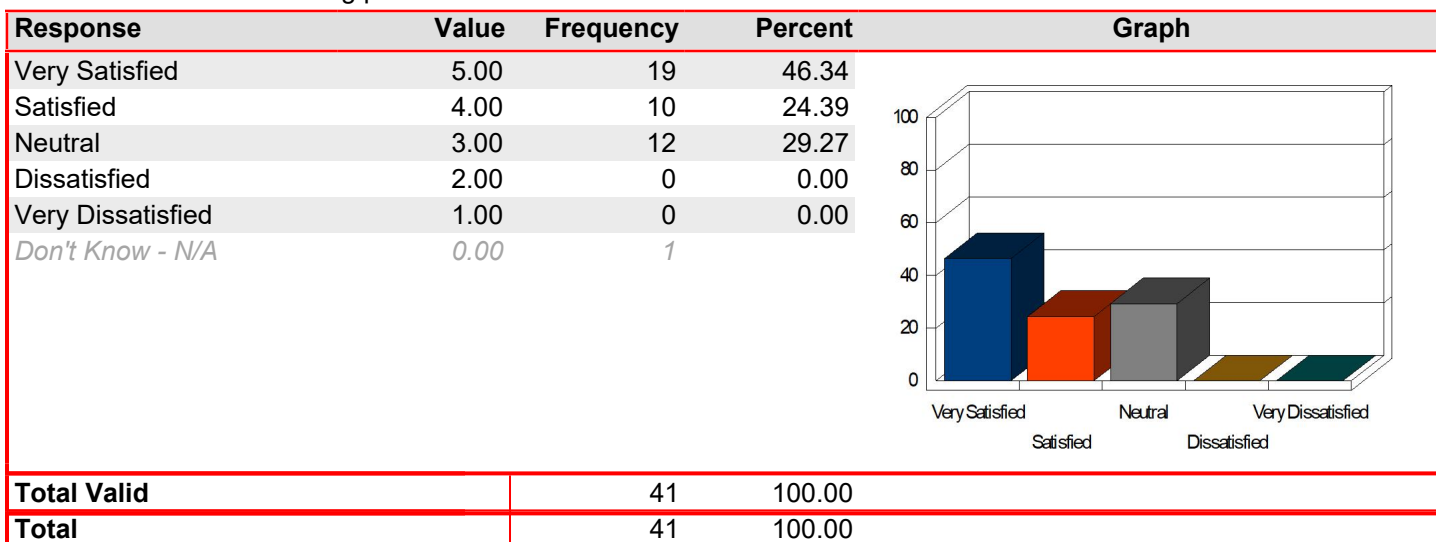
Satisfaction: Variety of clothing items available for purchase

Mean: 3.76



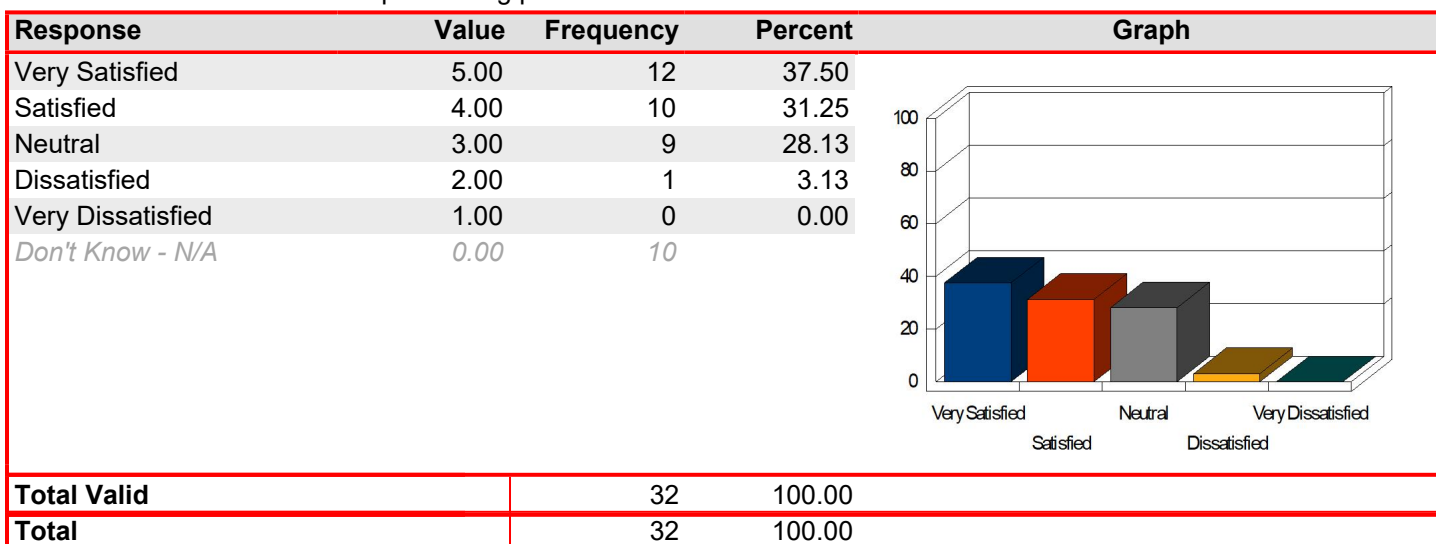
Satisfaction: Ease of locating products I need at the bookstore

Mean: 4.17



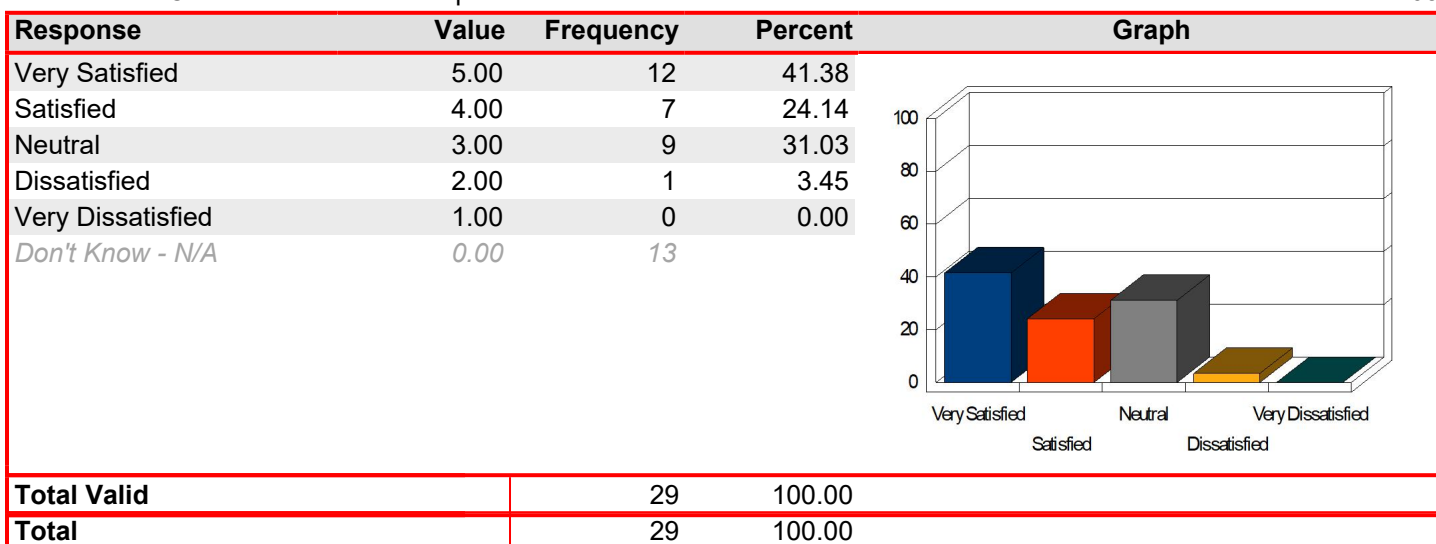
Satisfaction: ONLINE textbook purchasing process

Mean: 4.03



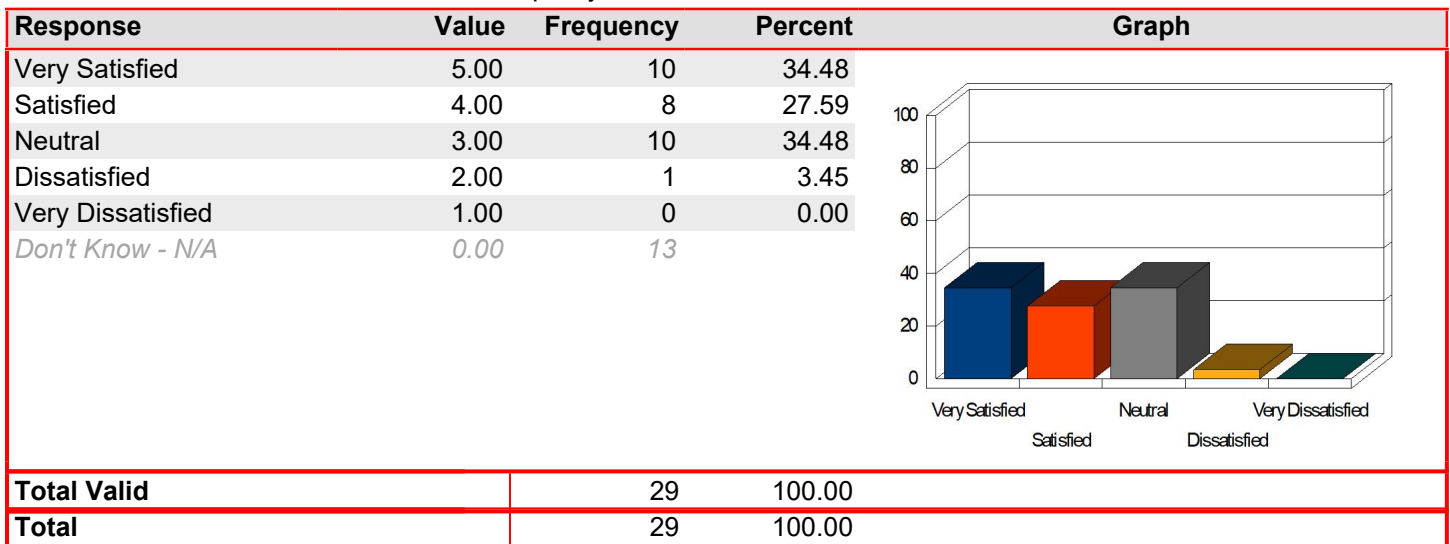
Satisfaction: ONLINE textbook rental process

Mean: 4.03



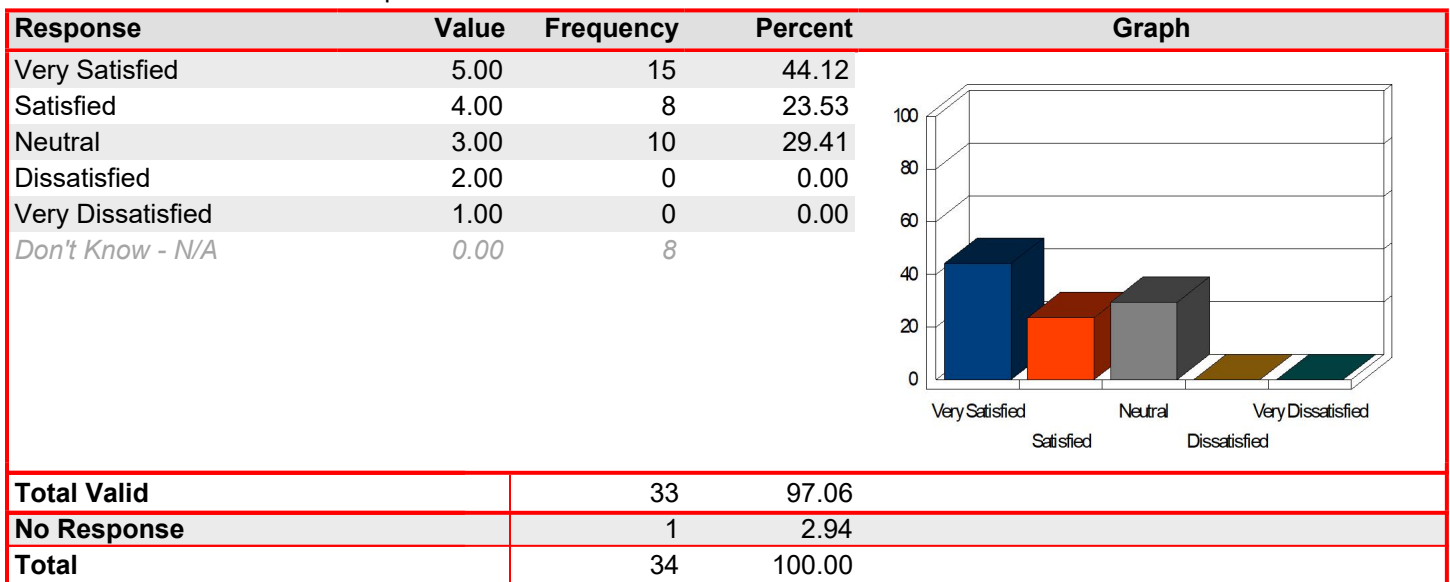
Satisfaction: ONLINE textbook rental return policy

Mean: 3.93



Satisfaction: Bookstores return policies

Mean: 4.15



Satisfaction: Bookstore textbook buy back procedures

Mean: 3.97

| Response | Value | Frequency | Percent | Graph |
|-------------------------|-------------|-----------|---------|-------|
| Very Satisfied | 5.00 | 11 | 32.35 | |
| Satisfied | 4.00 | 10 | 29.41 | |
| Neutral | 3.00 | 12 | 35.29 | |
| Dissatisfied | 2.00 | 0 | 0.00 | |
| Very Dissatisfied | 1.00 | 0 | 0.00 | |
| <i>Don't Know - N/A</i> | <i>0.00</i> | 8 | | |
| Total Valid | | 33 | 97.06 | |
| No Response | | 1 | 2.94 | |
| Total | | 34 | 100.00 | |

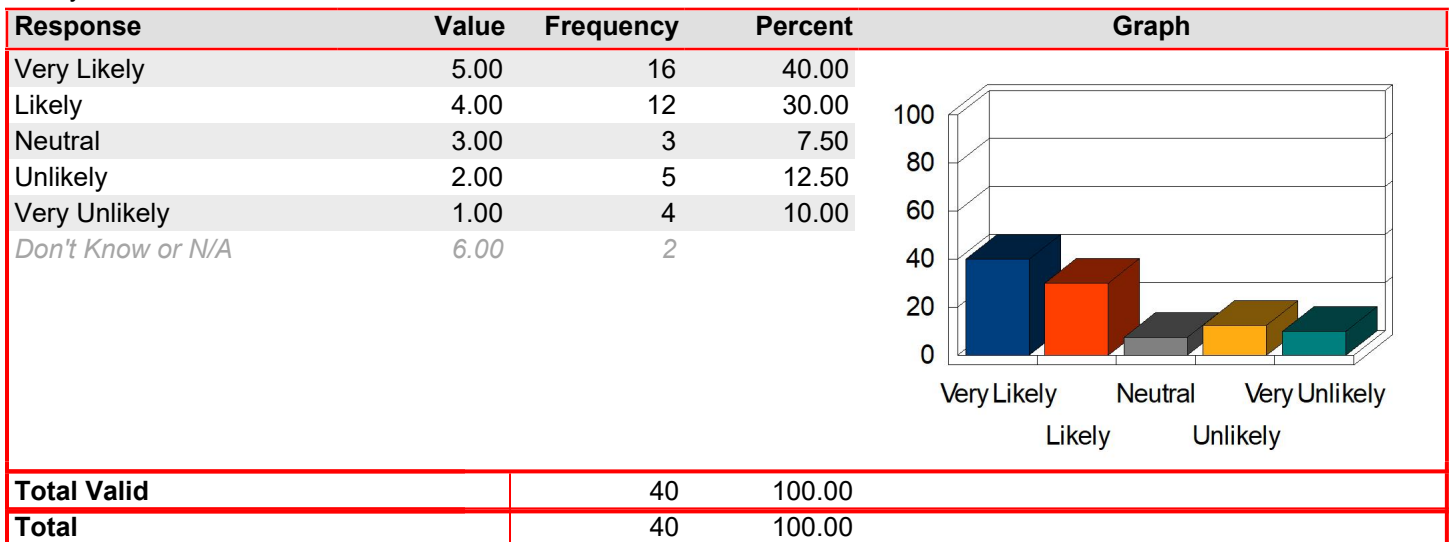
Satisfaction: Using financial aid for your bookstore purchases

Mean: 4.08

| Response | Value | Frequency | Percent | Graph |
|-------------------------|-------------|-----------|---------|-------|
| Very Satisfied | 5.00 | 17 | 45.95 | |
| Satisfied | 4.00 | 10 | 27.03 | |
| Neutral | 3.00 | 7 | 18.92 | |
| Dissatisfied | 2.00 | 2 | 5.41 | |
| Very Dissatisfied | 1.00 | 1 | 2.70 | |
| <i>Don't Know - N/A</i> | <i>0.00</i> | 5 | | |
| Total Valid | | 37 | 100.00 | |
| Total | | 37 | 100.00 | |

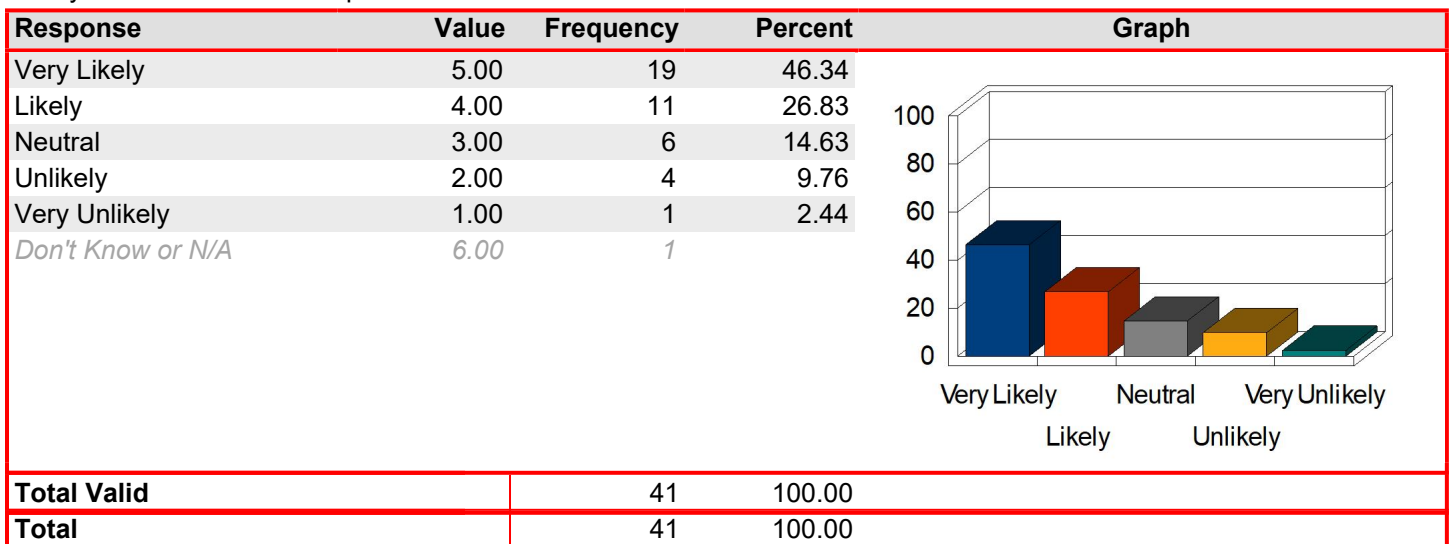
Likely: Purchase and use E-books over traditional textbooks in the future

Mean: 3.78



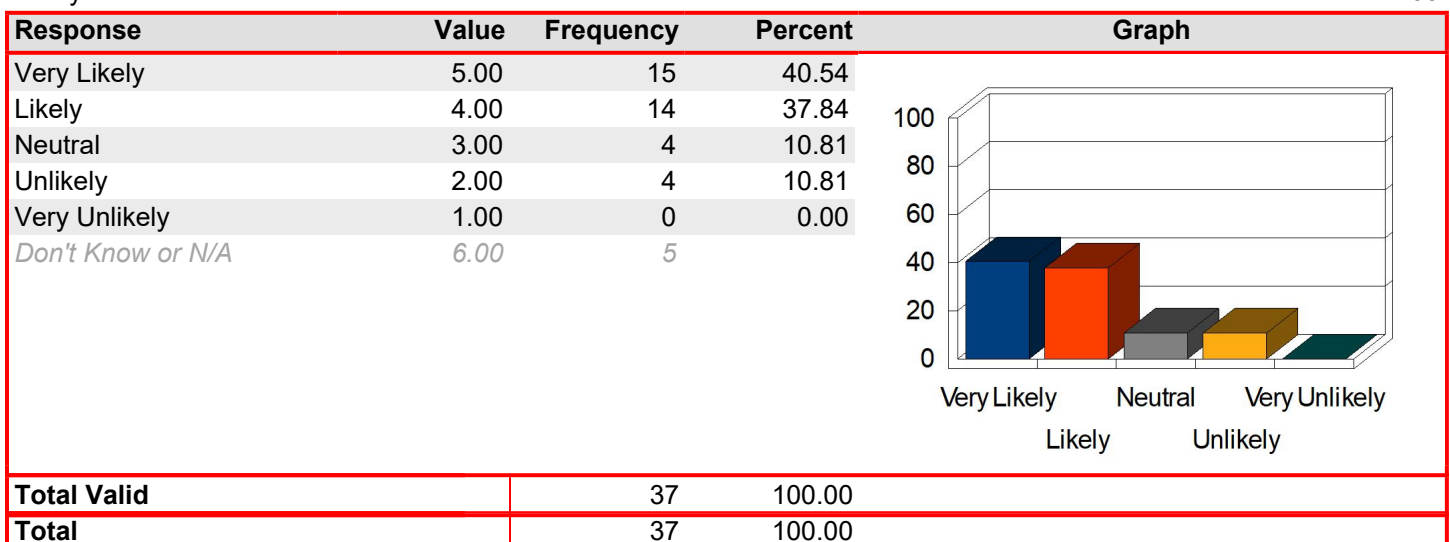
Likely: Make a future online purchase

Mean: 4.05



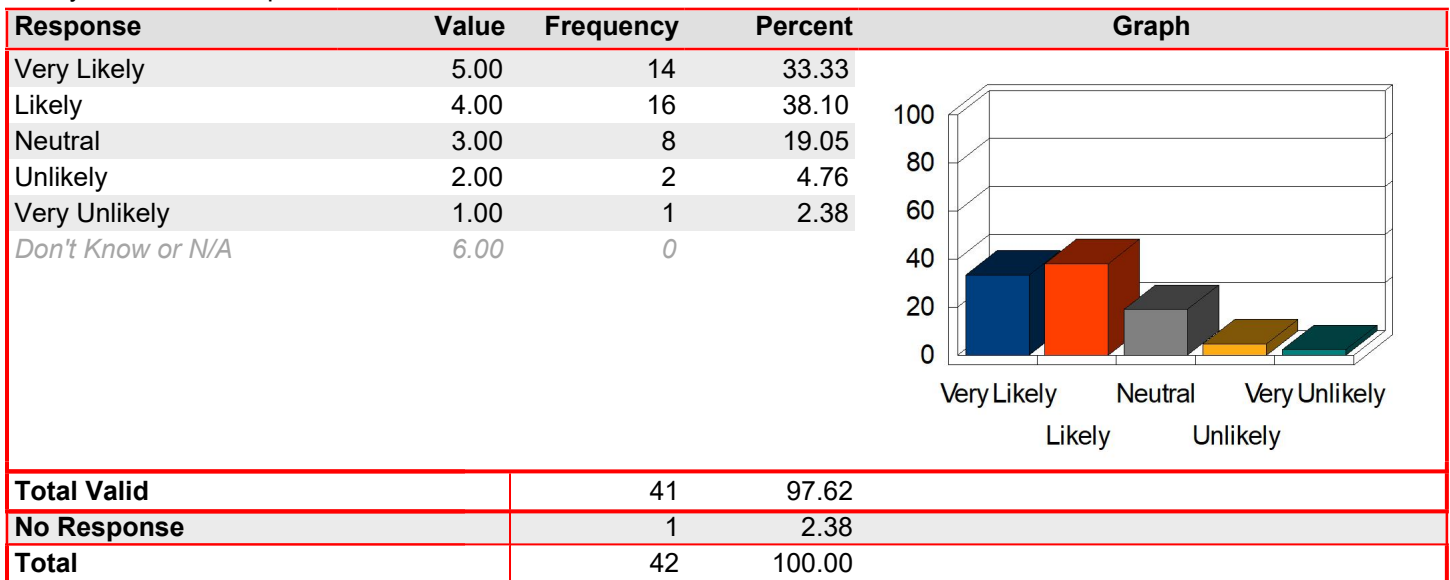
Likely: Rent a Textbook in the future

Mean: 4.08



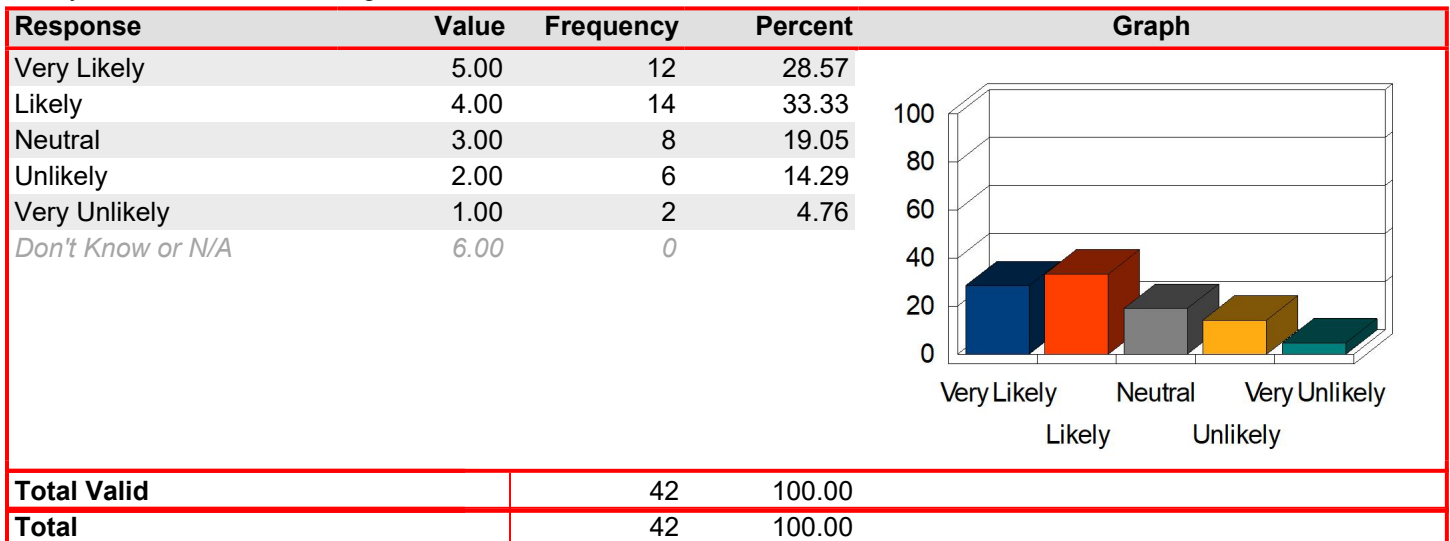
Likely: Make a future purchase at the bookstore

Mean: 3.98



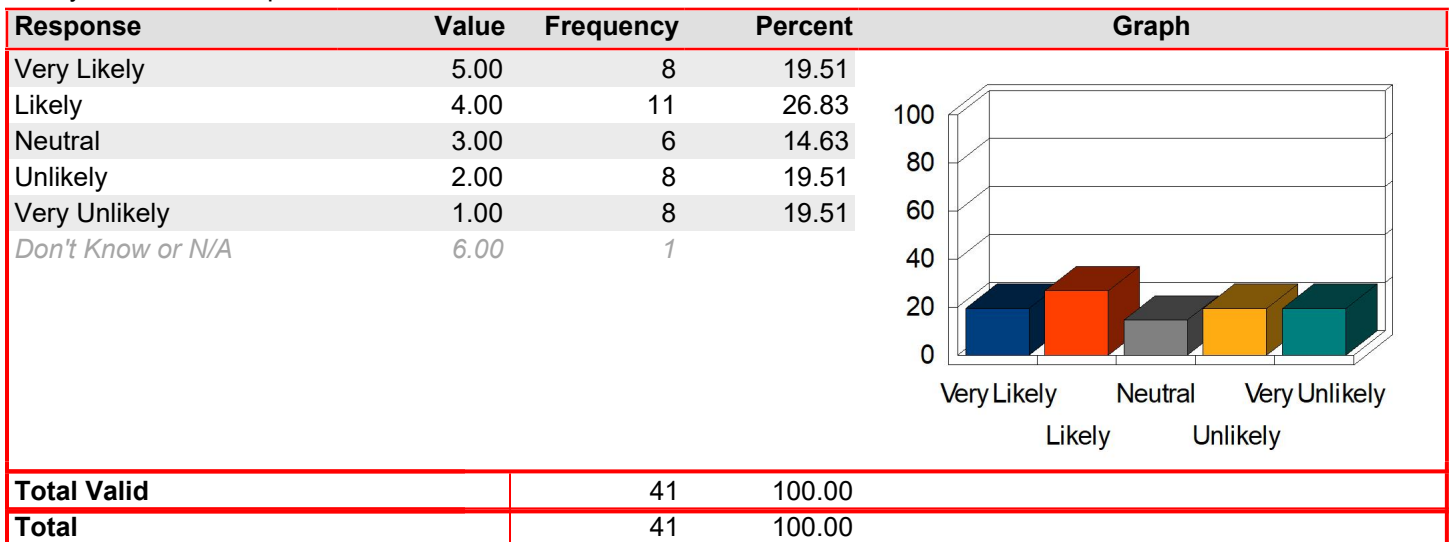
Likely: Purchase more clothing and merchandise if there was a better selection

Mean: 3.67



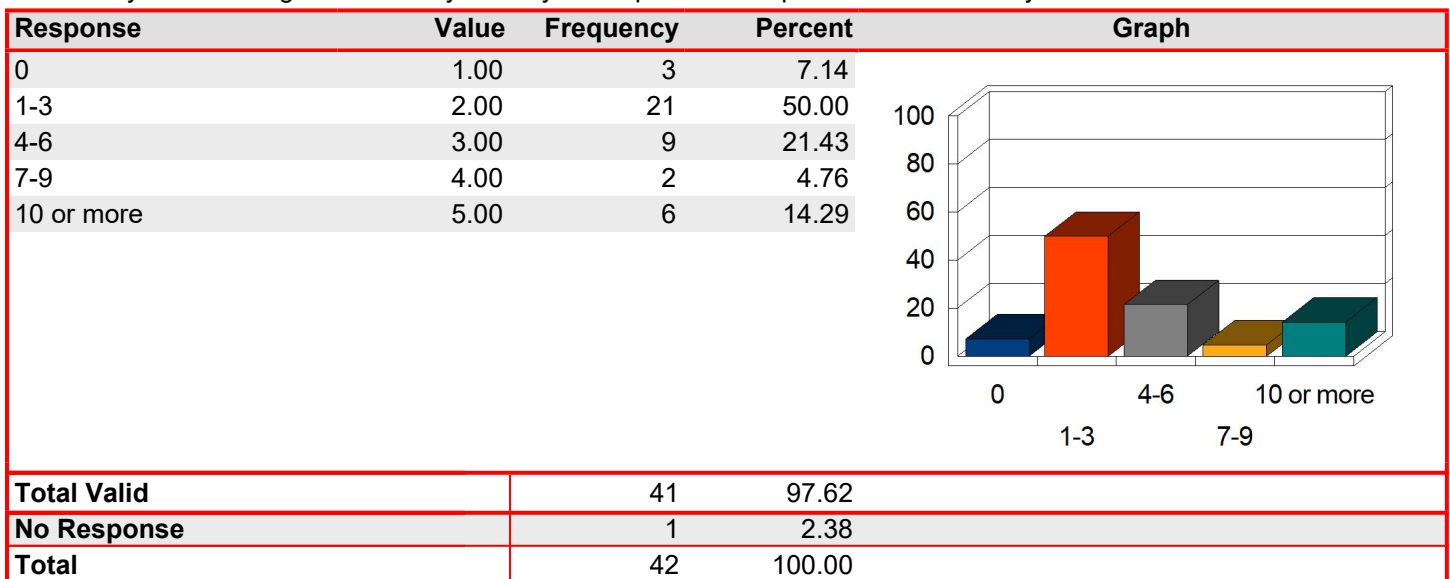
Likely: Purchase computers and other electronics if it were available

Mean: 3.07



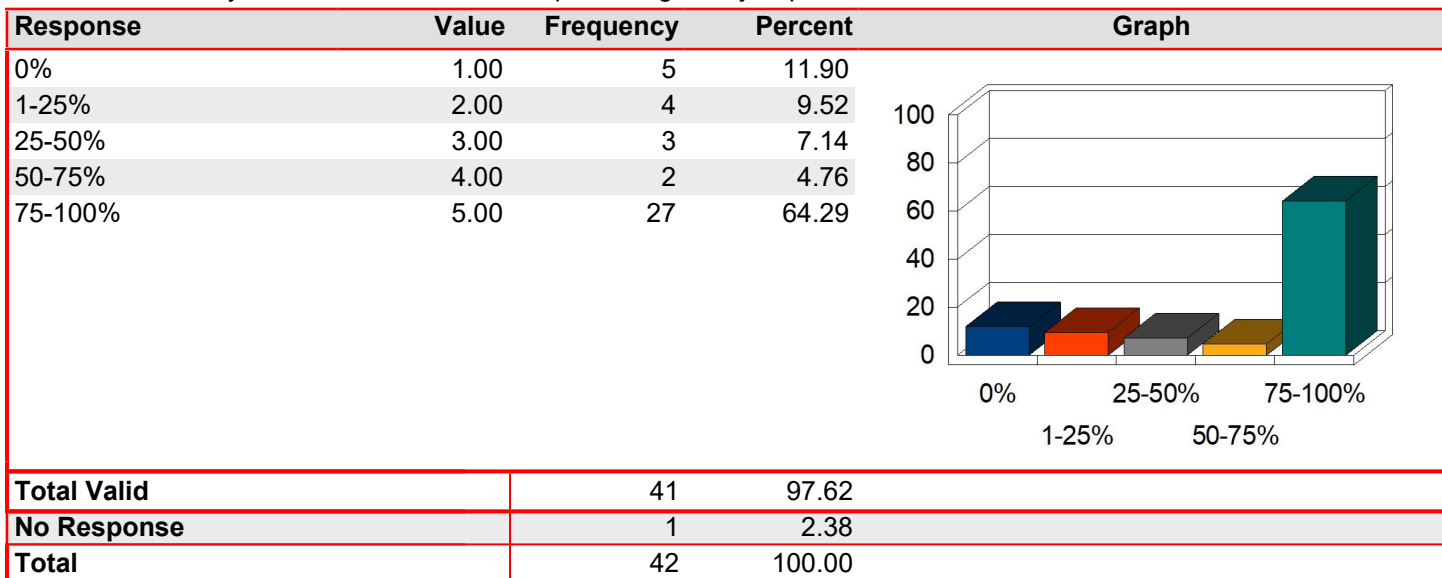
How many times through the school year do you shop at the campus bookstore for any reason?

Mean: 2.68



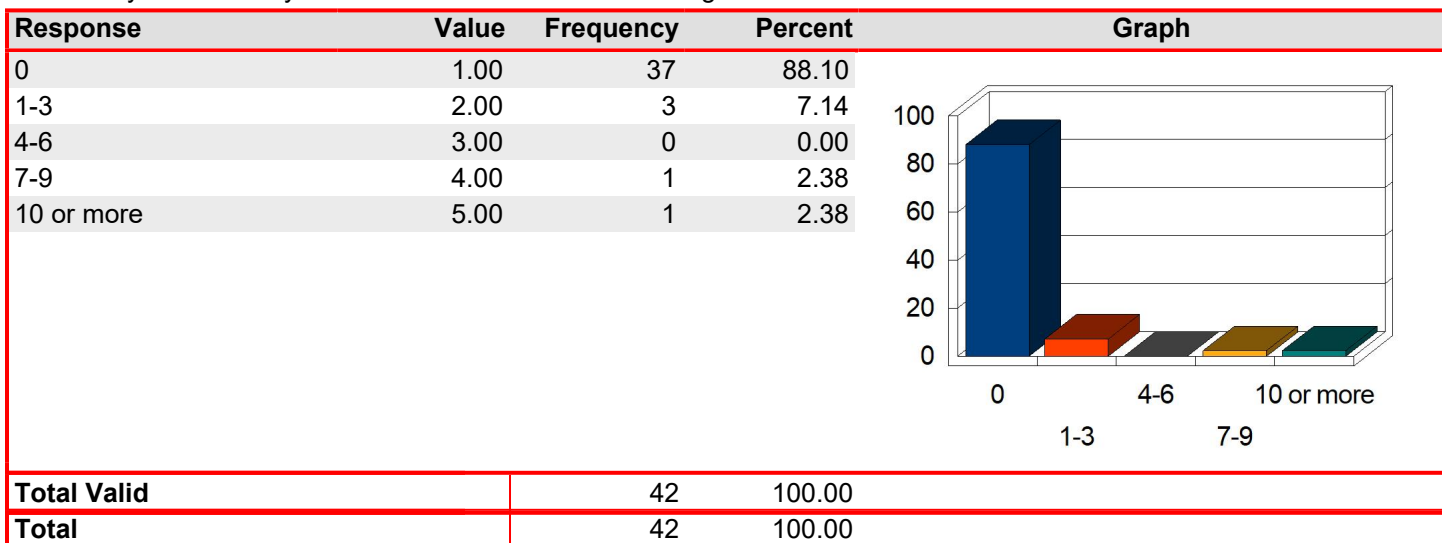
For the textbooks you needed at TVCC, what percentage did you purchase at this bookstore?

Mean: 4.02



How many times have you have rented TEXTBOOKS using our online rental services?

Mean: 1.24



Trinity Valley Community College

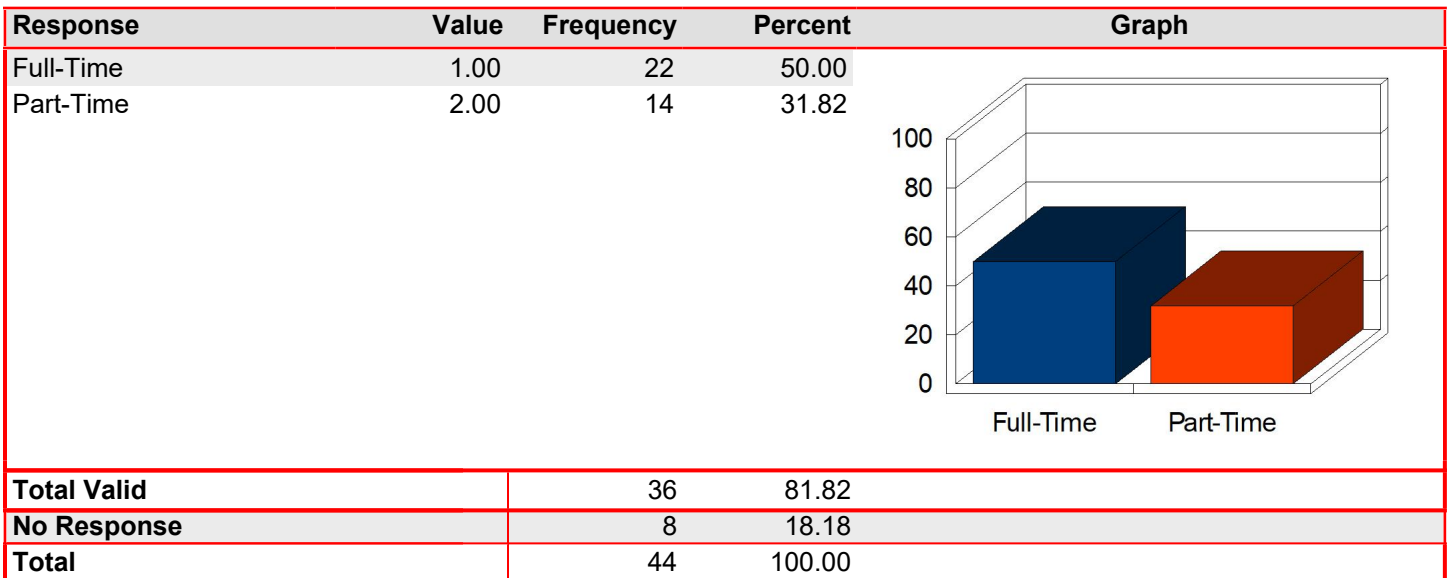
Bookstore Satisfaction Survey

Fall 2019

PALESTINE

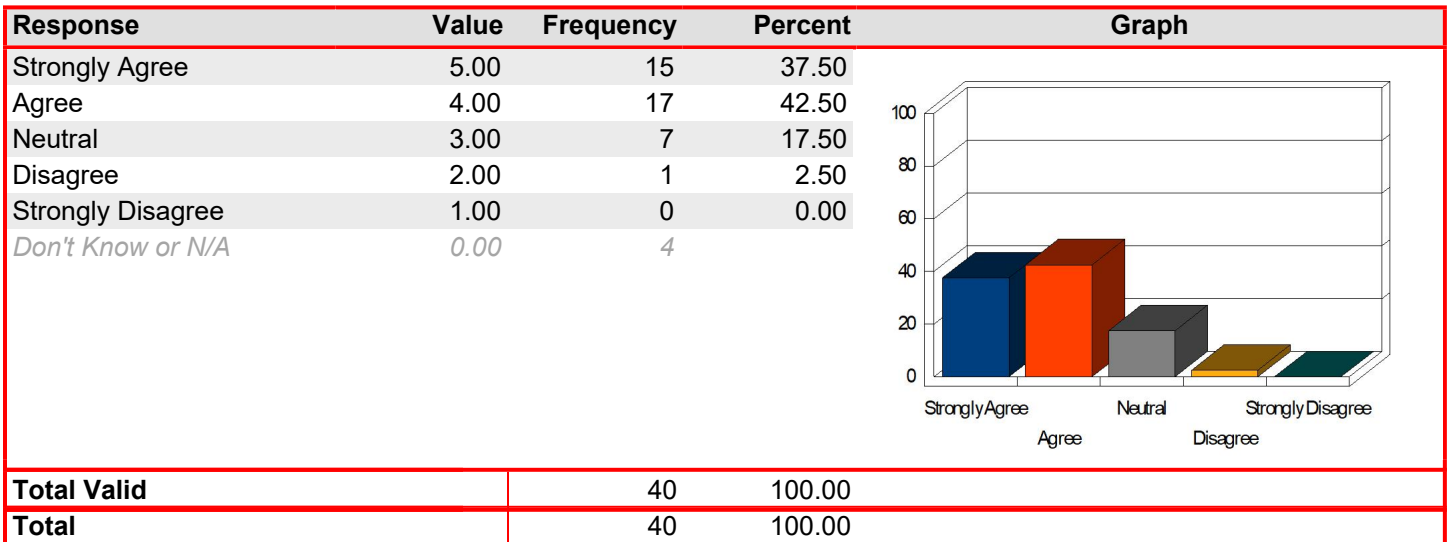
Student Status

Mean: 1.39



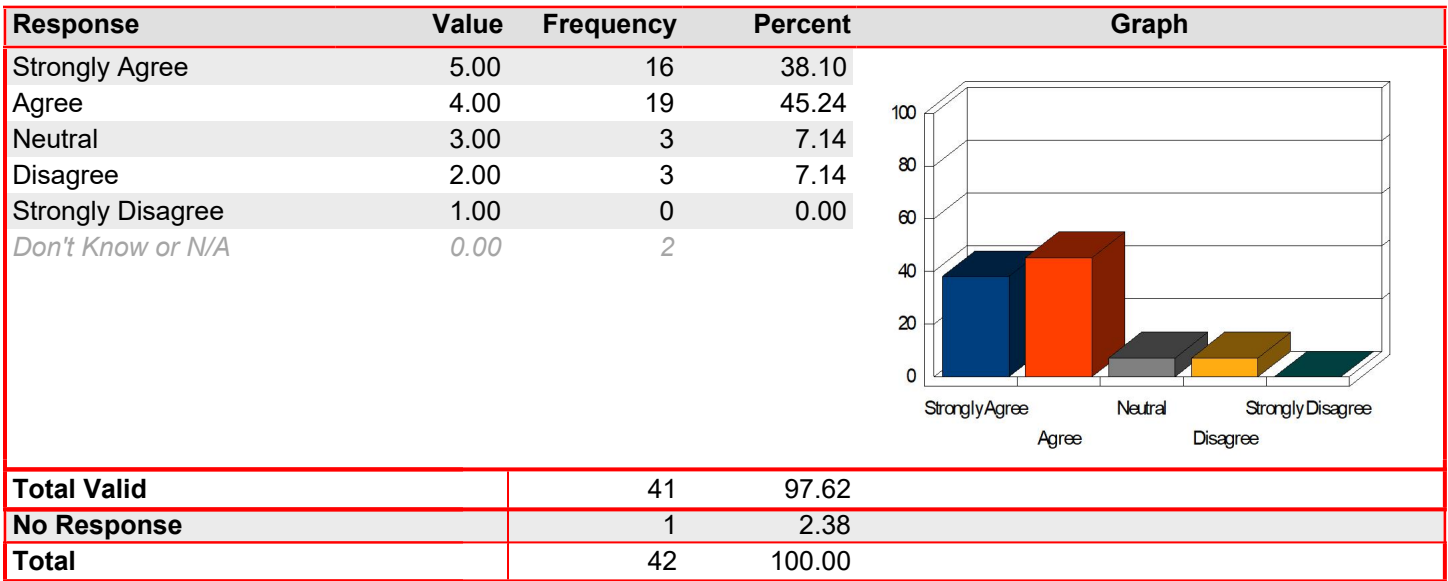
AGREEMENT: I am greeted when entering the bookstore

Mean: 4.15



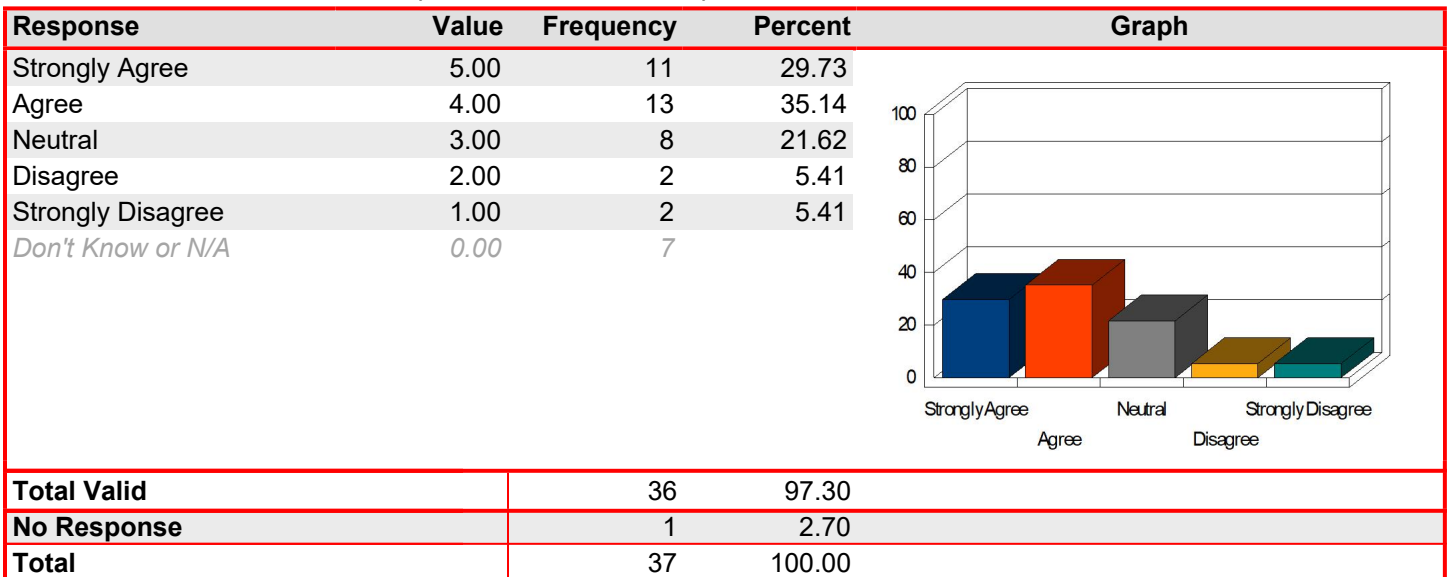
AGREEMENT: It is easy to get assistance at the bookstore

Mean: 4.17



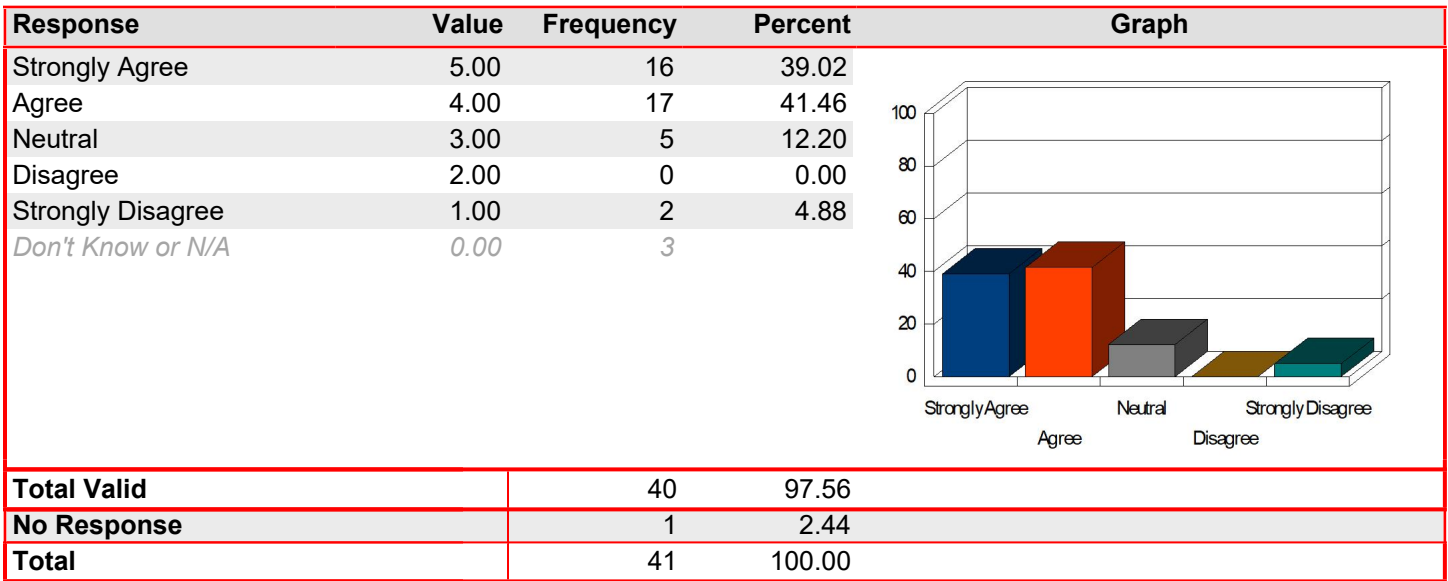
AGREEMENT: Bookstore staff responds to feedback to improve services

Mean: 3.81



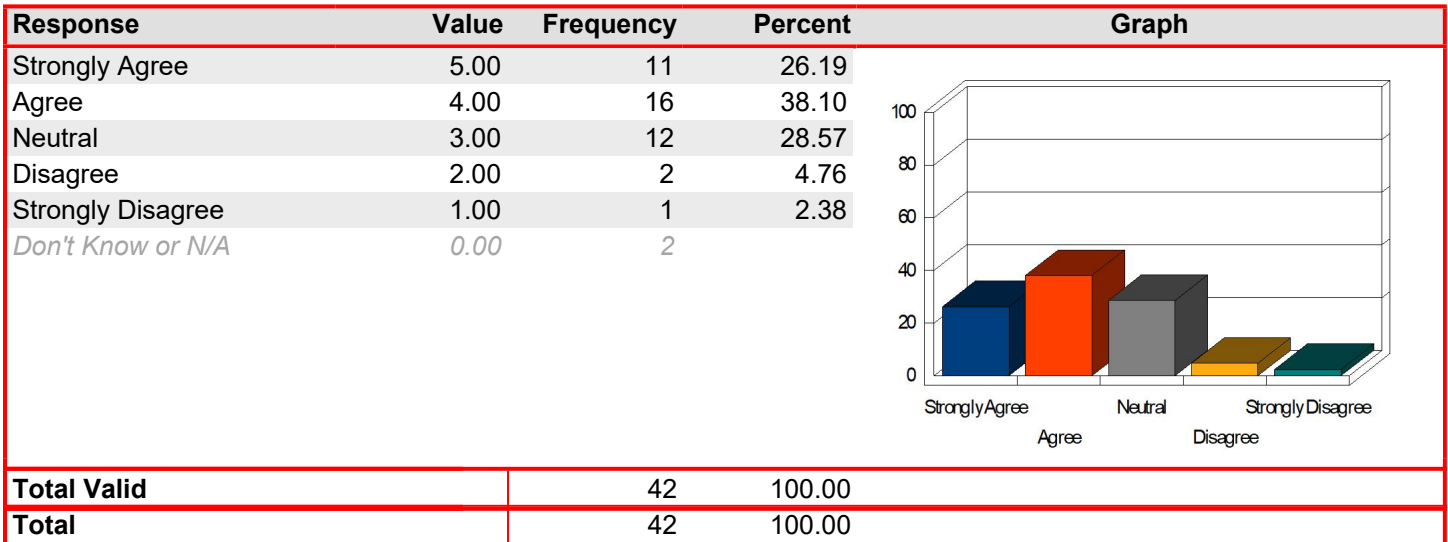
AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 4.13



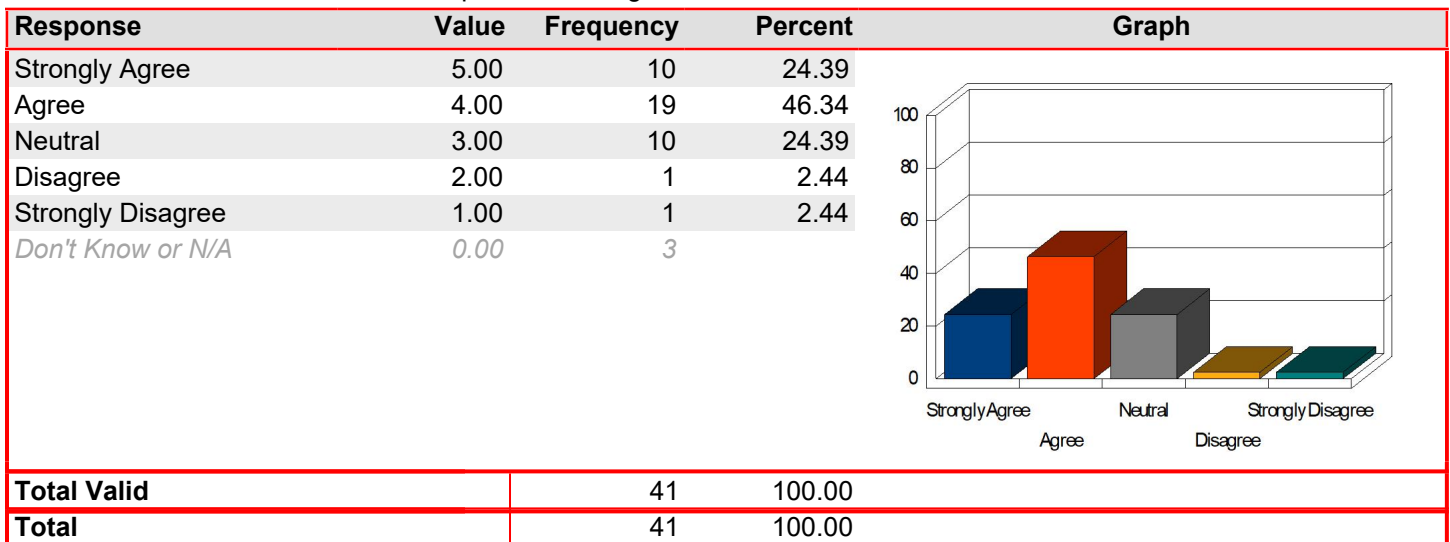
AGREEMENT: The bookstore has attractive displays

Mean: 3.81



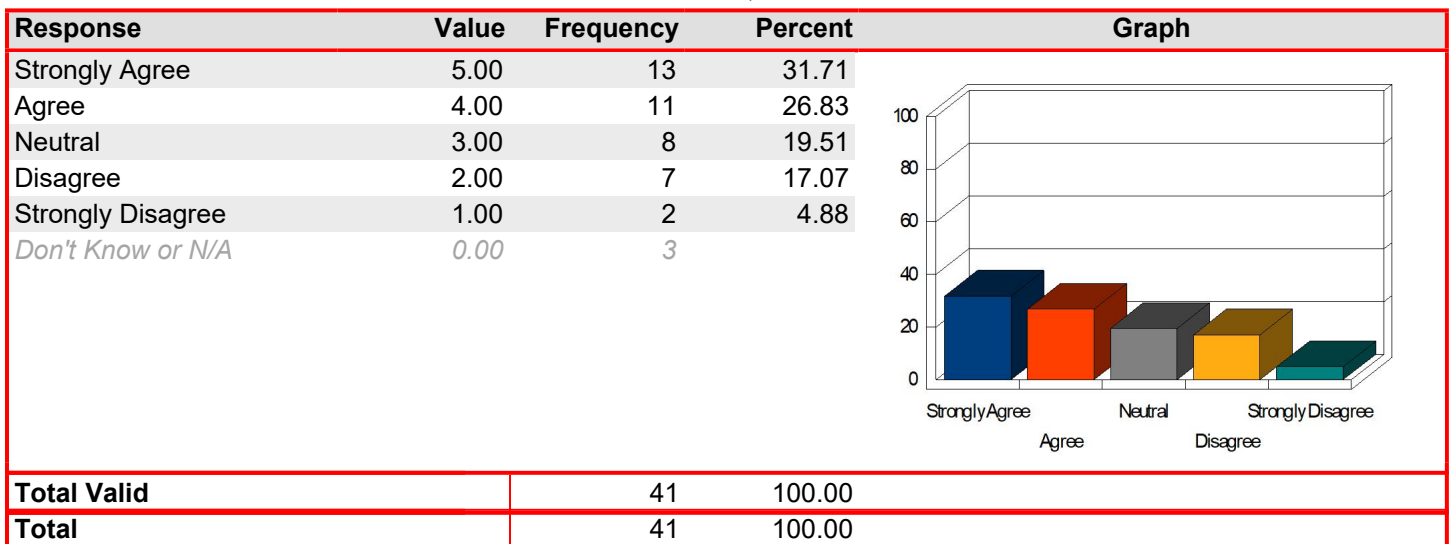
AGREEMENT: The bookstore has helpful in-store signs

Mean: 3.88



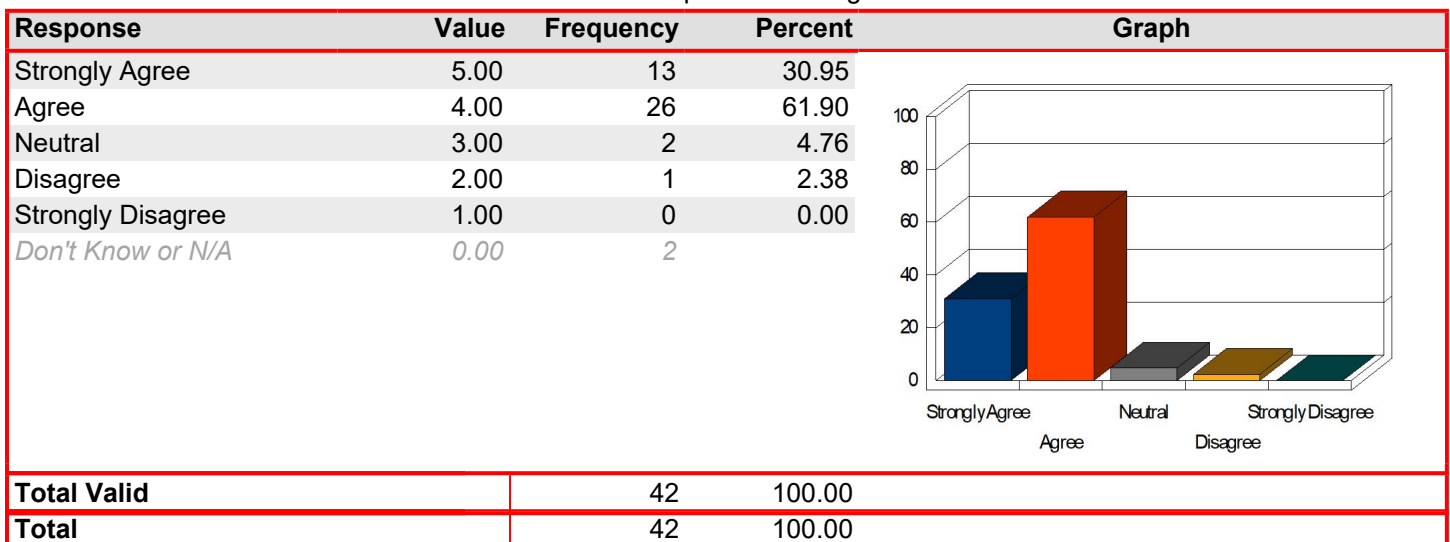
AGREEMENT: The bookstore has the course materials I need, when I need them

Mean: 3.63



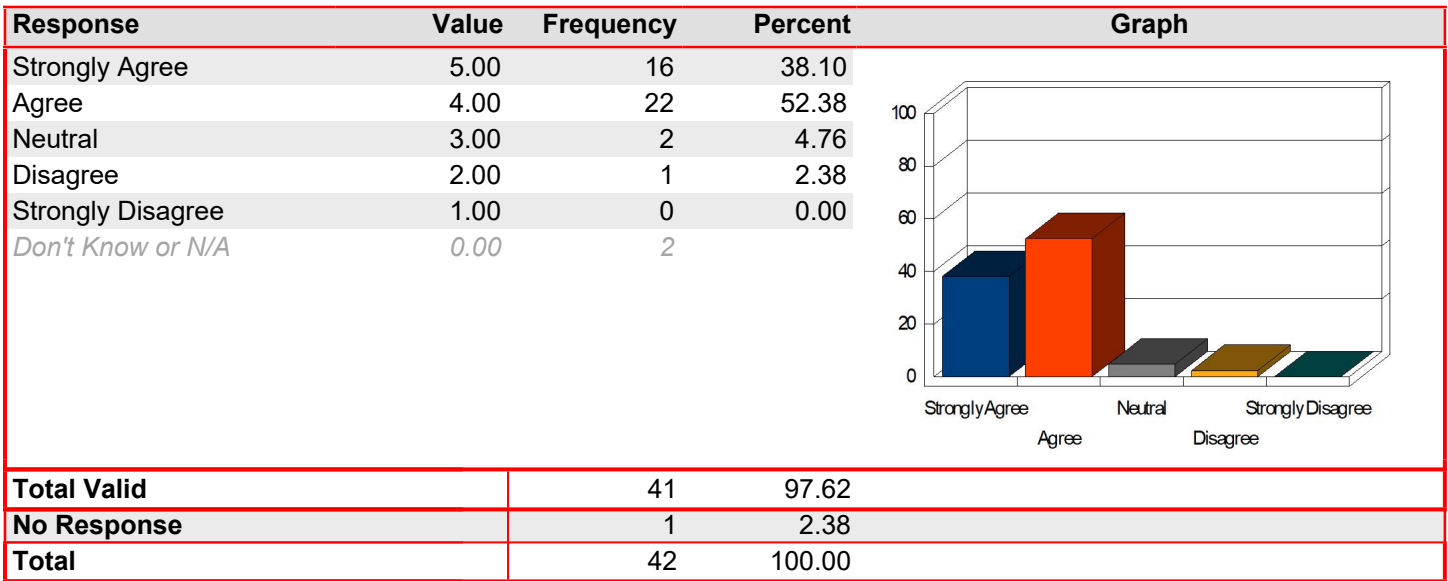
AGREEMENT: The bookstore has reasonable hours of operation during the semester

Mean: 4.21



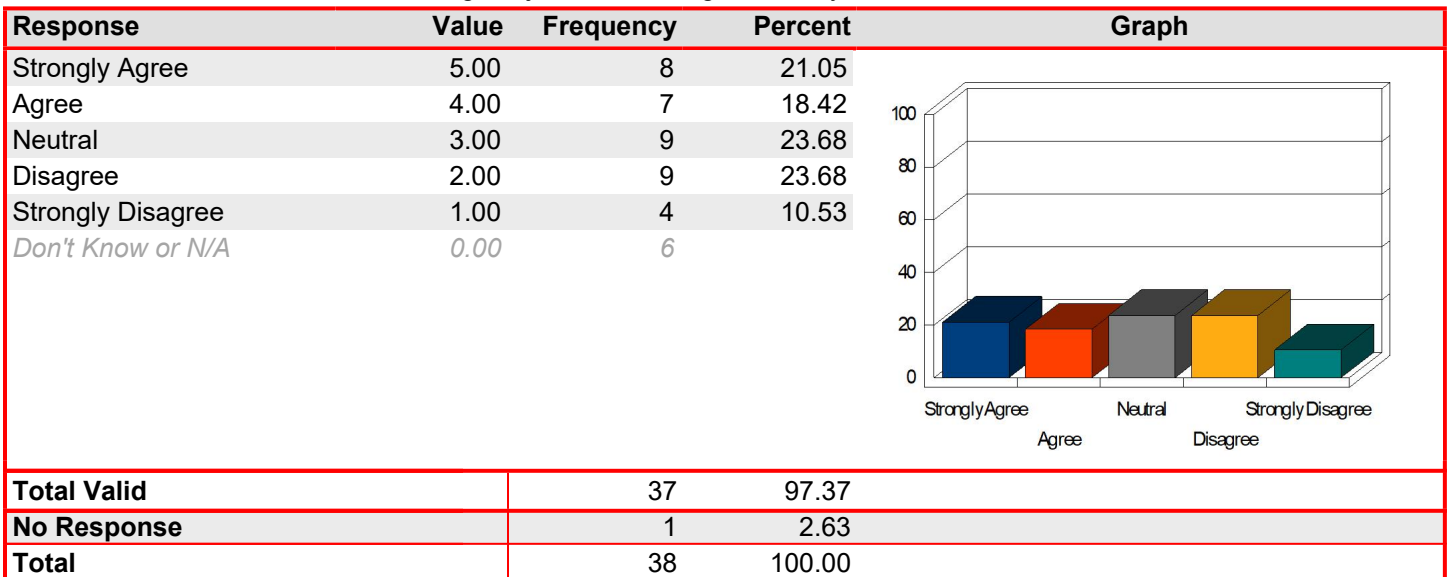
AGREEMENT: The bookstore has reasonable hours of operation during registration

Mean: 4.29



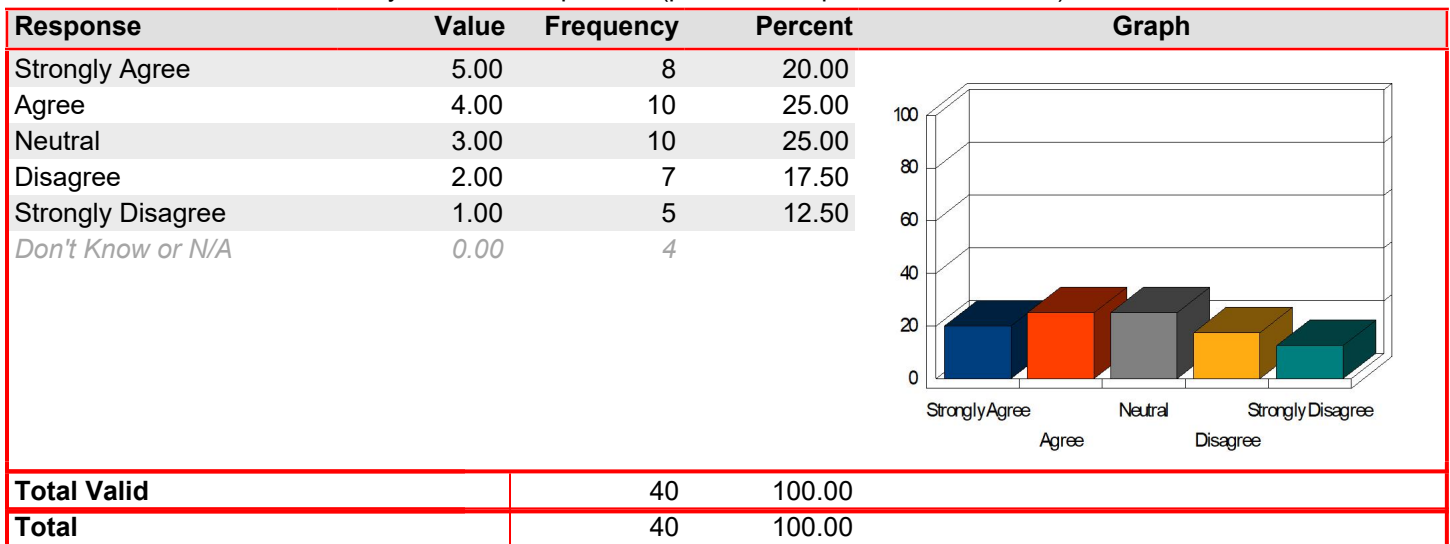
AGREEMENT: The bookstore does a good job of educating us on why books cost so much

Mean: 3.16



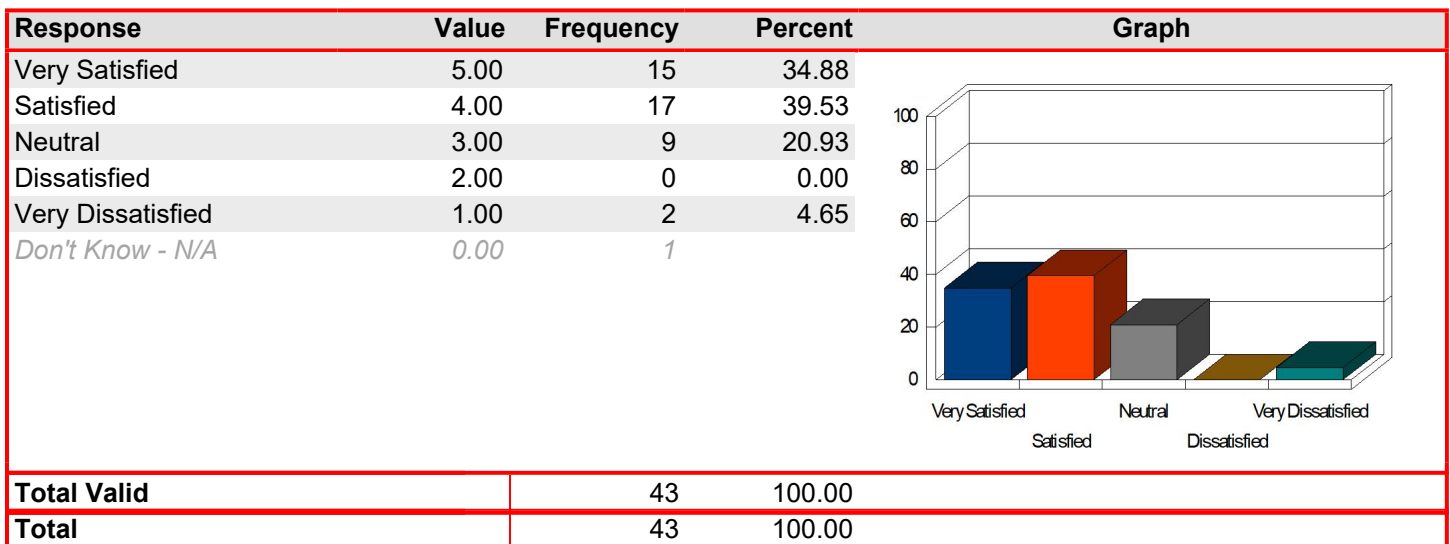
AGREEMENT: I understand why books are expensive (publishers represent 75% of cost)

Mean: 3.23



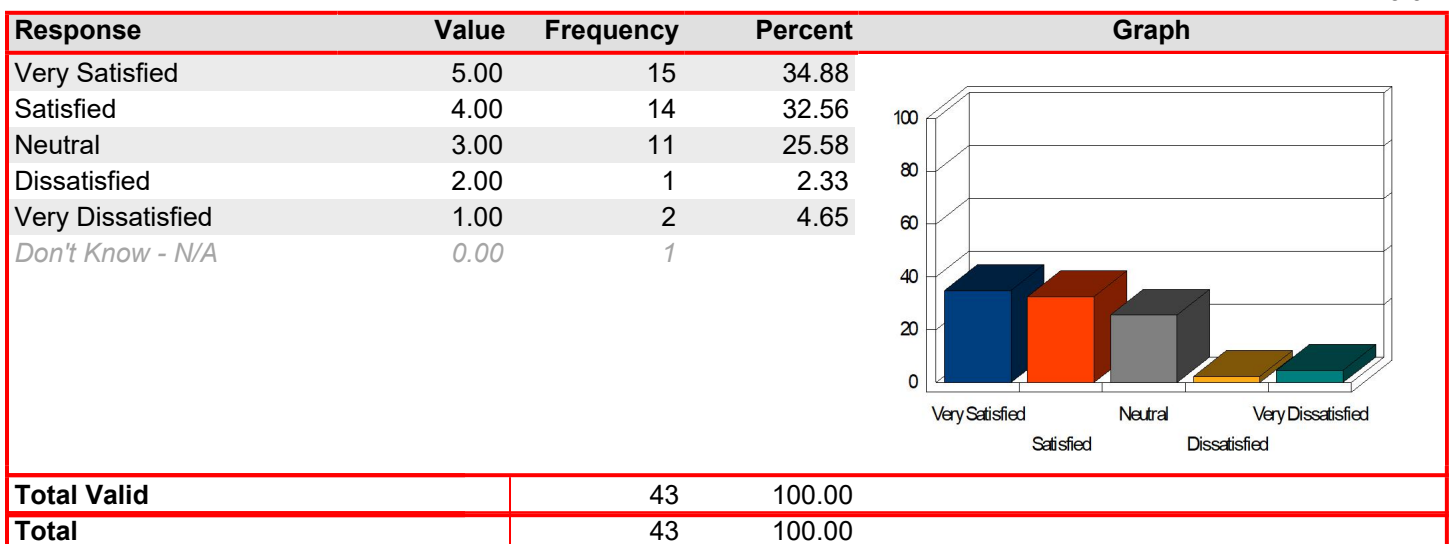
Satisfaction: Assistance of staff

Mean: 4.00



Satisfaction: Friendliness of staff

Mean: 3.91



Satisfaction: Knowledge of staff

Mean: 4.02

| Response | Value | Frequency | Percent | Graph |
|-------------------------|-------------|-----------|---------|-------|
| Very Satisfied | 5.00 | 16 | 37.21 | |
| Satisfied | 4.00 | 16 | 37.21 | |
| Neutral | 3.00 | 6 | 13.95 | |
| Dissatisfied | 2.00 | 3 | 6.98 | |
| Very Dissatisfied | 1.00 | 1 | 2.33 | |
| <i>Don't Know - N/A</i> | <i>0.00</i> | <i>1</i> | | |
| Total Valid | | 42 | 97.67 | |
| No Response | | 1 | 2.33 | |
| Total | | 43 | 100.00 | |

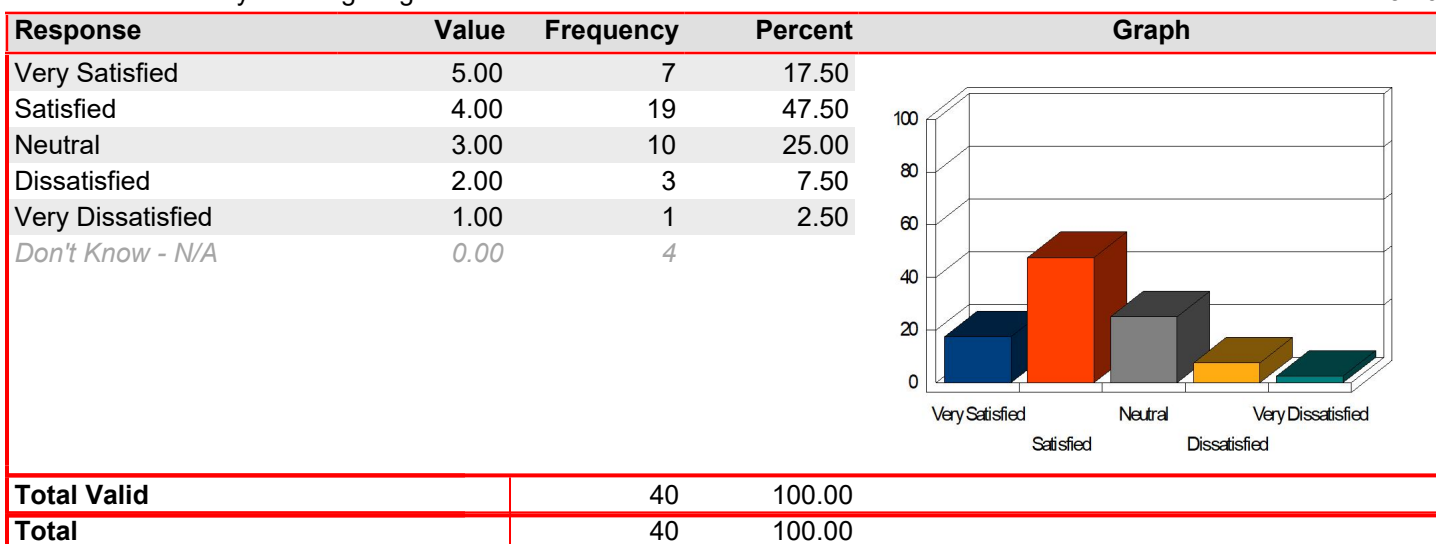
Satisfaction: Selection of school supplies

Mean: 3.79

| Response | Value | Frequency | Percent | Graph |
|-------------------------|-------------|-----------|---------|-------|
| Very Satisfied | 5.00 | 9 | 23.08 | |
| Satisfied | 4.00 | 17 | 43.59 | |
| Neutral | 3.00 | 10 | 25.64 | |
| Dissatisfied | 2.00 | 2 | 5.13 | |
| Very Dissatisfied | 1.00 | 1 | 2.56 | |
| <i>Don't Know - N/A</i> | <i>0.00</i> | <i>5</i> | | |
| Total Valid | | 39 | 100.00 | |
| Total | | 39 | 100.00 | |

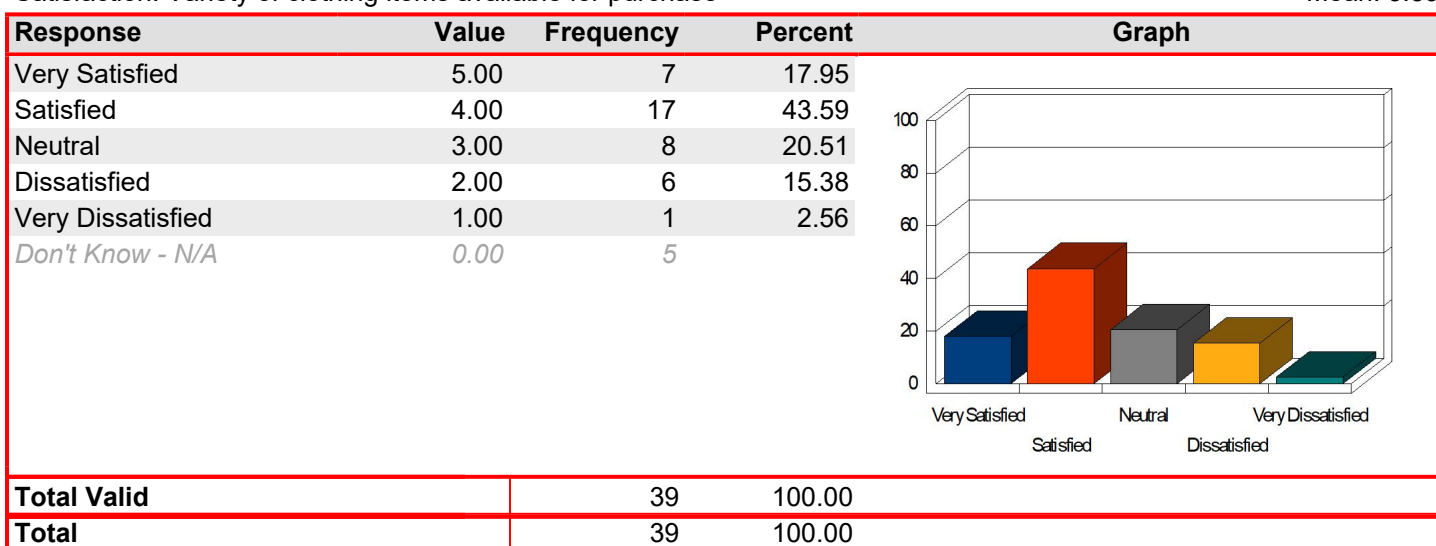
Satisfaction: Variety of college logo items

Mean: 3.70



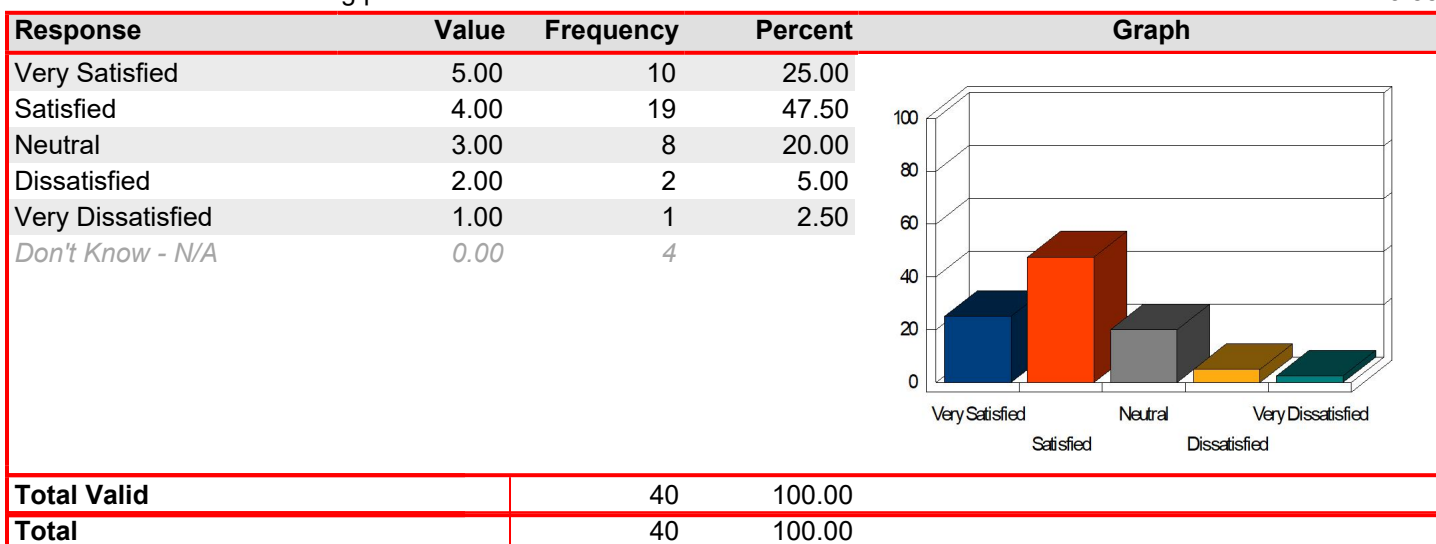
Satisfaction: Variety of clothing items available for purchase

Mean: 3.59



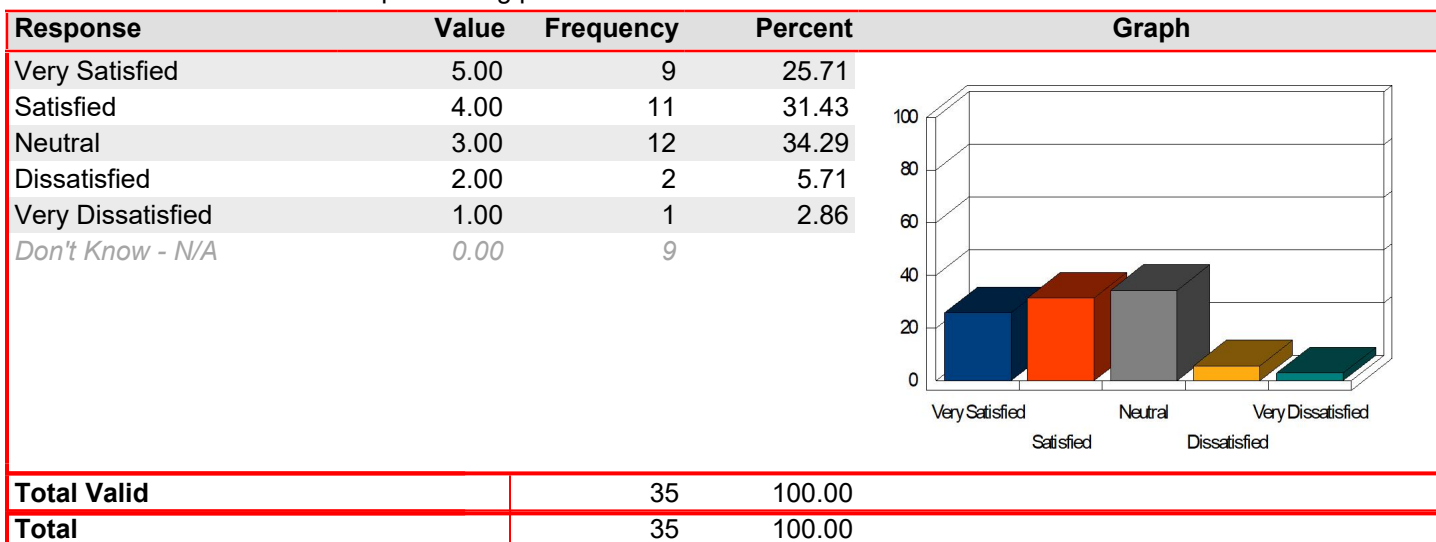
Satisfaction: Ease of locating products I need at the bookstore

Mean: 3.88



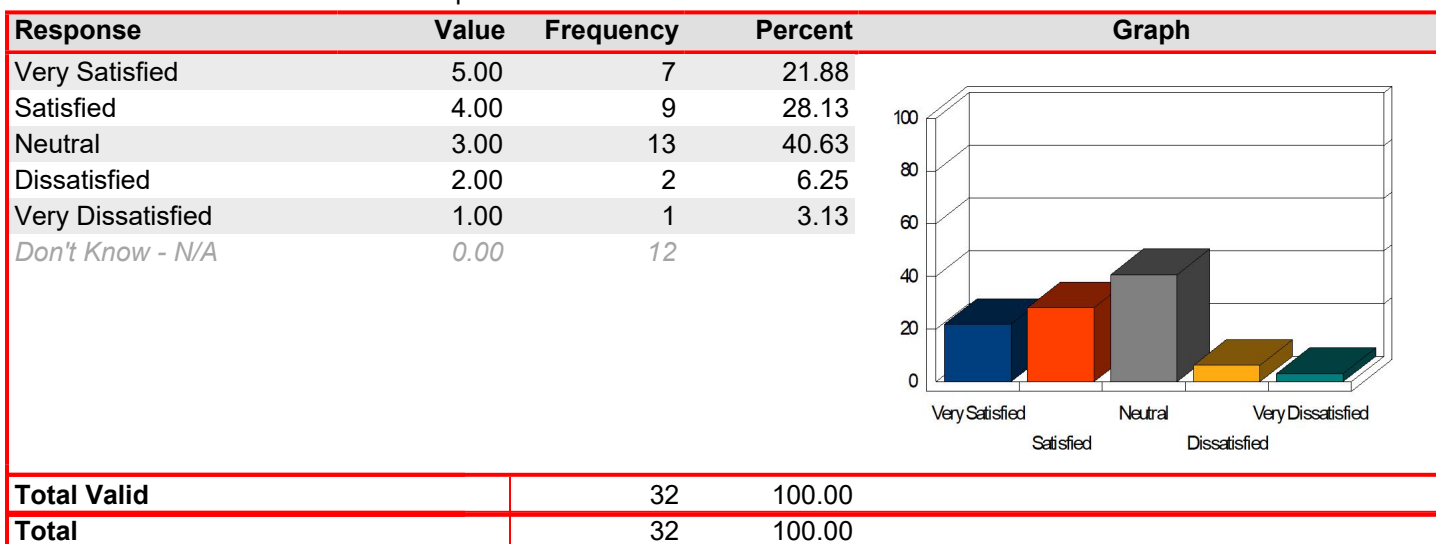
Satisfaction: ONLINE textbook purchasing process

Mean: 3.71



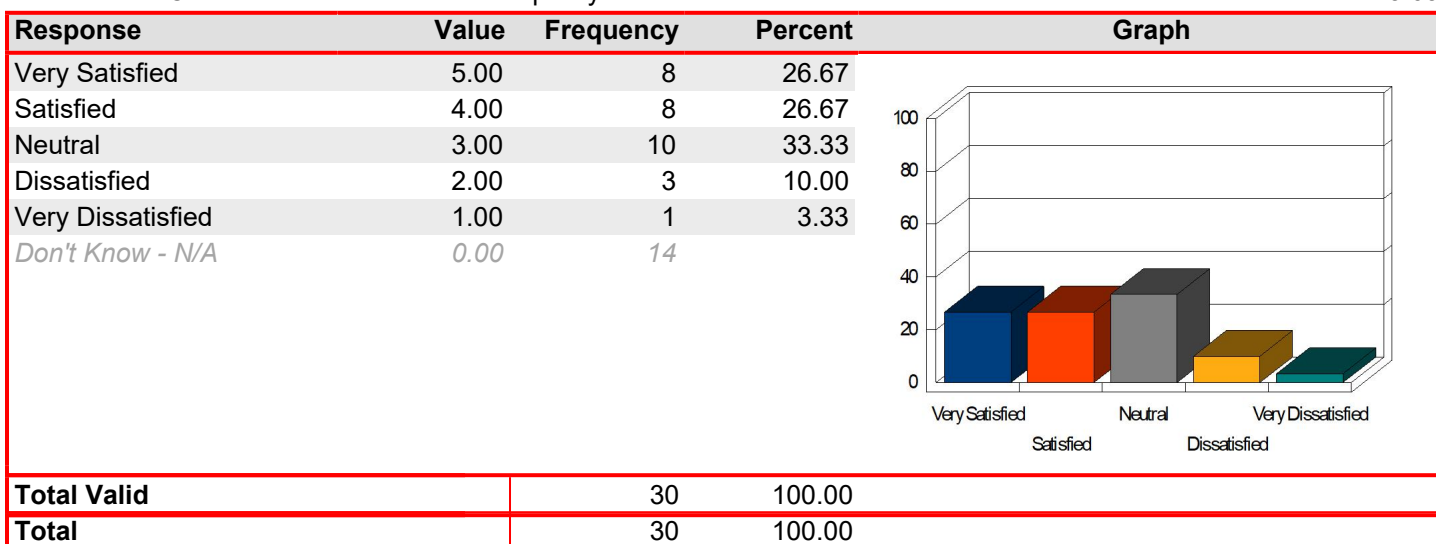
Satisfaction: ONLINE textbook rental process

Mean: 3.59



Satisfaction: ONLINE textbook rental return policy

Mean: 3.63



Satisfaction: Bookstores return policies

Mean: 3.59

| Response | Value | Frequency | Percent | Graph |
|-------------------------|-------------|-----------|---------|-------|
| Very Satisfied | 5.00 | 7 | 21.21 | |
| Satisfied | 4.00 | 11 | 33.33 | |
| Neutral | 3.00 | 10 | 30.30 | |
| Dissatisfied | 2.00 | 2 | 6.06 | |
| Very Dissatisfied | 1.00 | 2 | 6.06 | |
| <i>Don't Know - N/A</i> | <i>0.00</i> | <i>11</i> | | |
| Total Valid | | 32 | 96.97 | |
| No Response | | 1 | 3.03 | |
| Total | | 33 | 100.00 | |

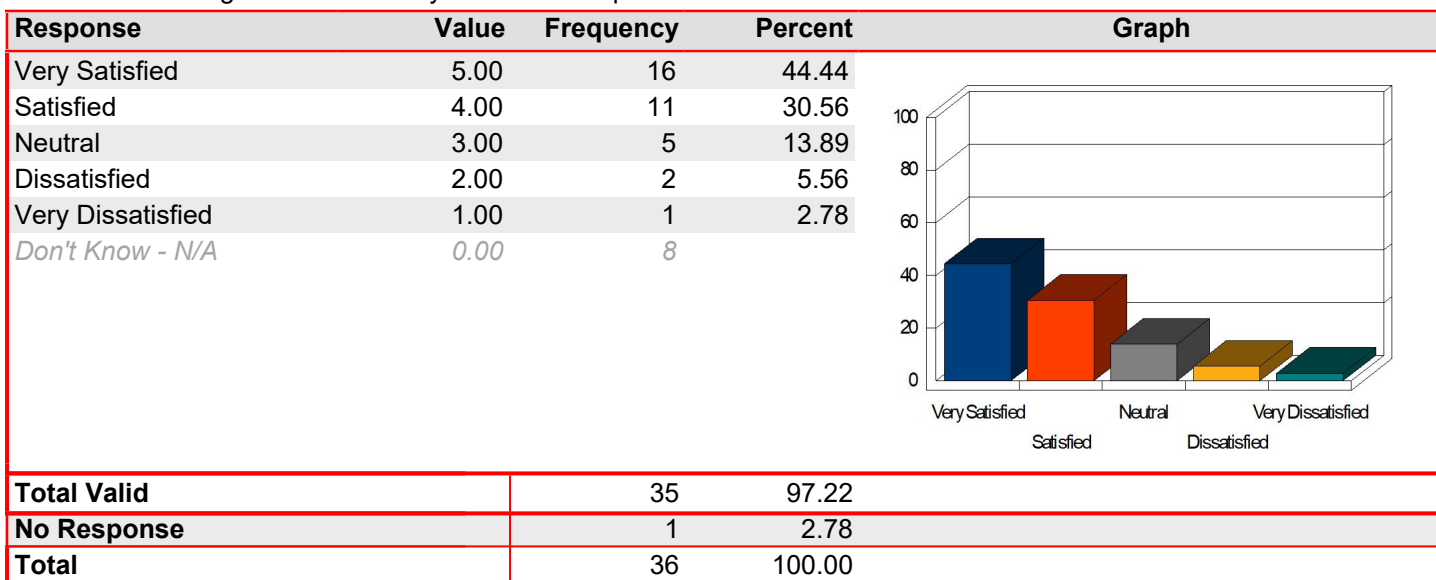
Satisfaction: Bookstore textbook buy back procedures

Mean: 3.72

| Response | Value | Frequency | Percent | Graph |
|-------------------------|-------------|-----------|---------|-------|
| Very Satisfied | 5.00 | 7 | 21.88 | |
| Satisfied | 4.00 | 14 | 43.75 | |
| Neutral | 3.00 | 7 | 21.88 | |
| Dissatisfied | 2.00 | 3 | 9.38 | |
| Very Dissatisfied | 1.00 | 1 | 3.13 | |
| <i>Don't Know - N/A</i> | <i>0.00</i> | <i>12</i> | | |
| Total Valid | | 32 | 100.00 | |
| Total | | 32 | 100.00 | |

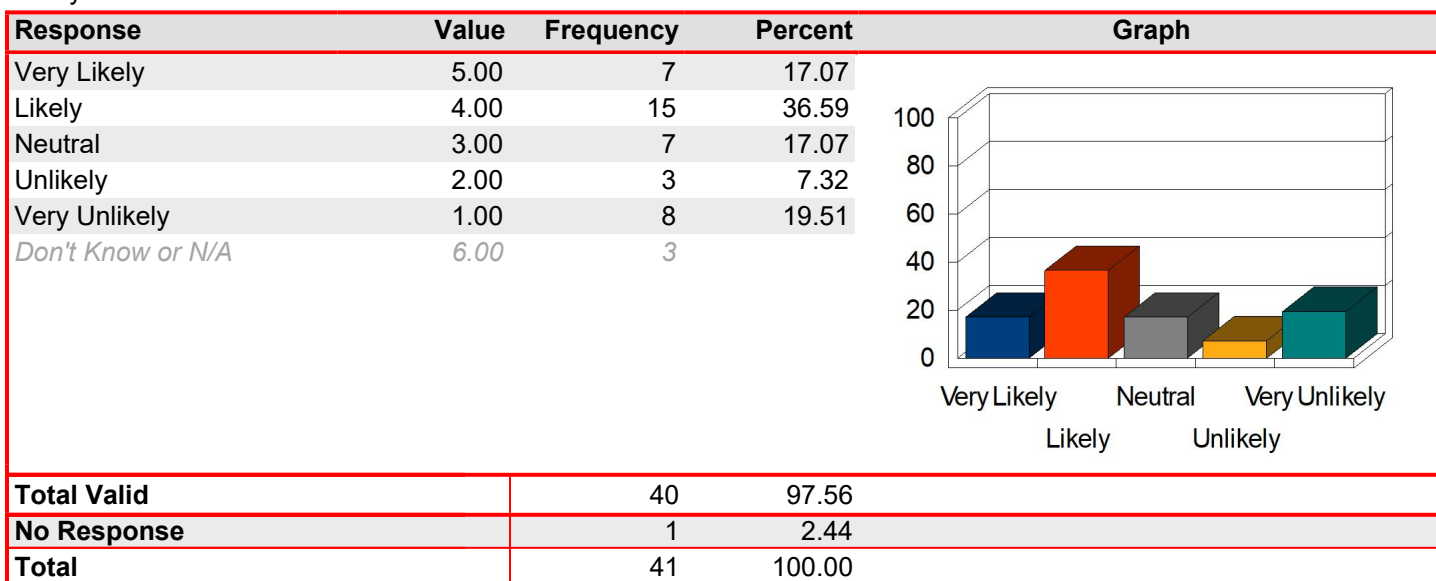
Satisfaction: Using financial aid for your bookstore purchases

Mean: 4.11



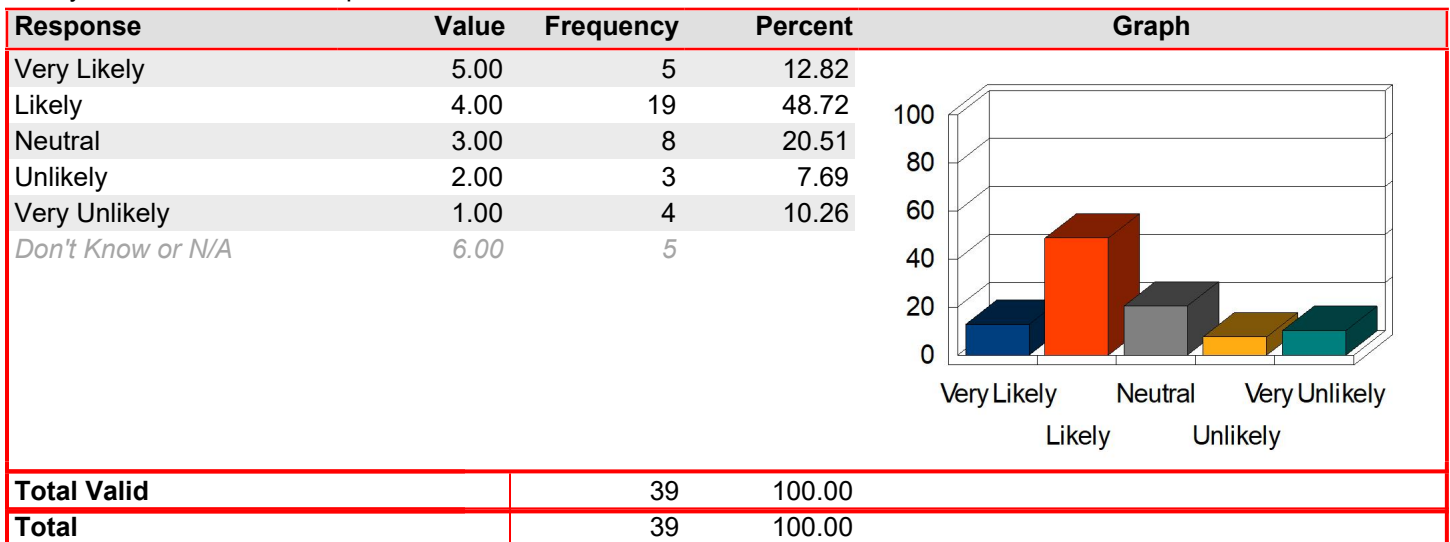
Likely: Purchase and use E-books over traditional textbooks in the future

Mean: 3.25



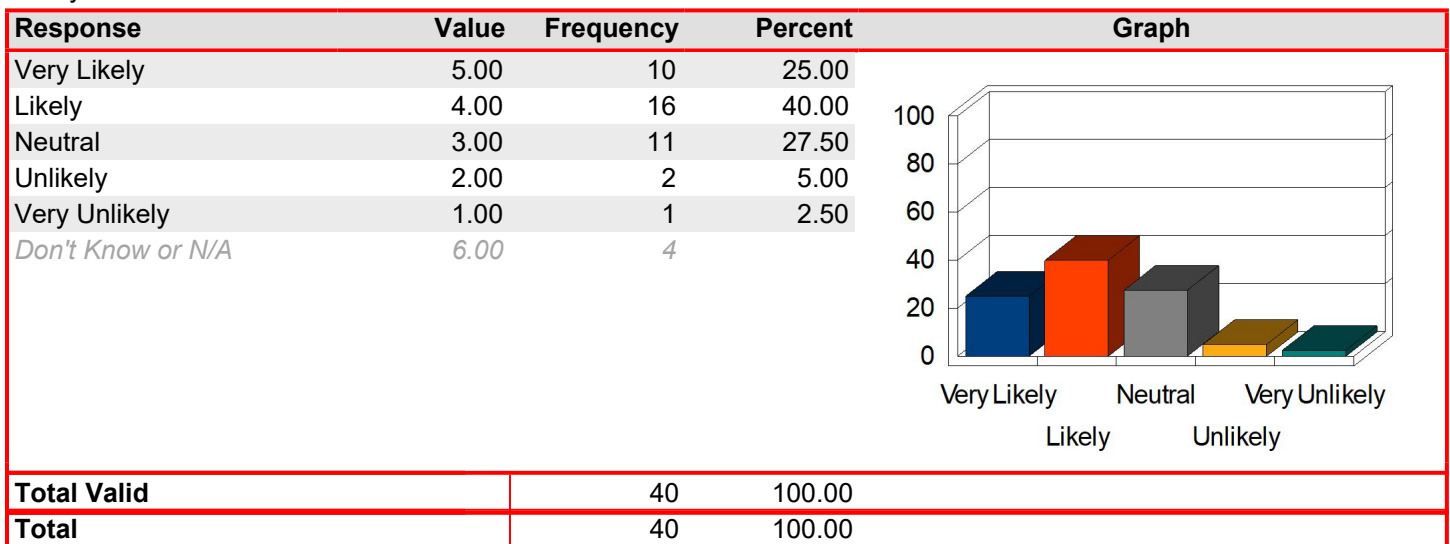
Likely: Make a future online purchase

Mean: 3.46



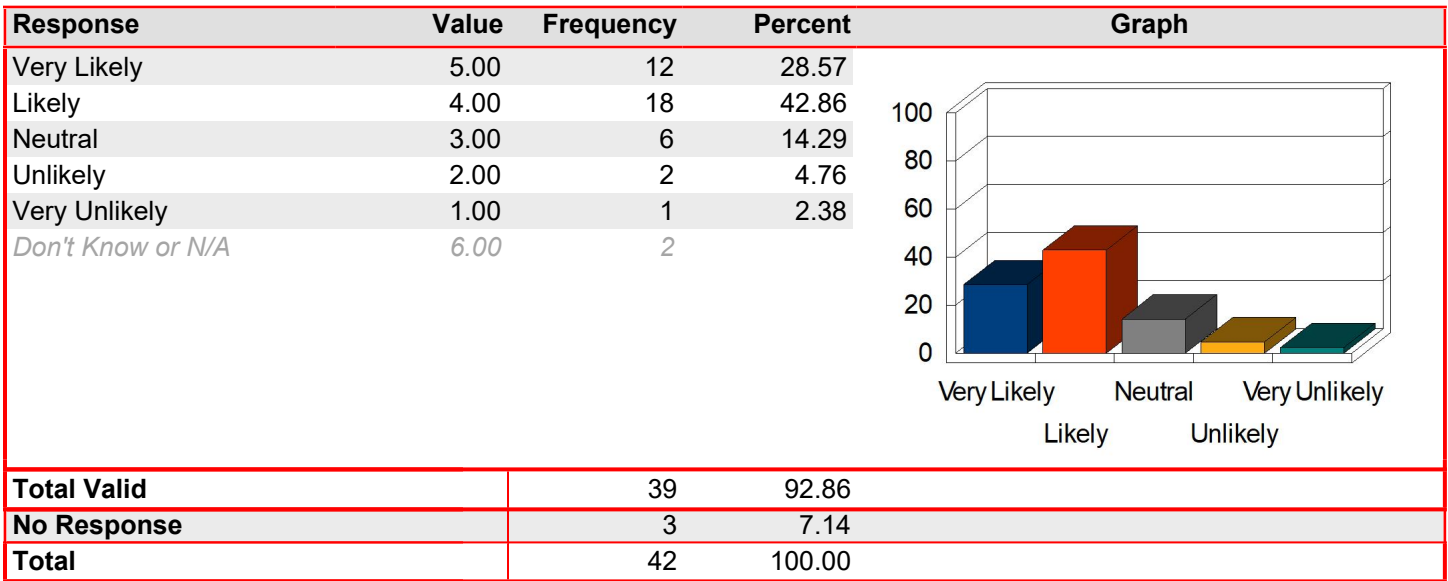
Likely: Rent a Textbook in the future

Mean: 3.80



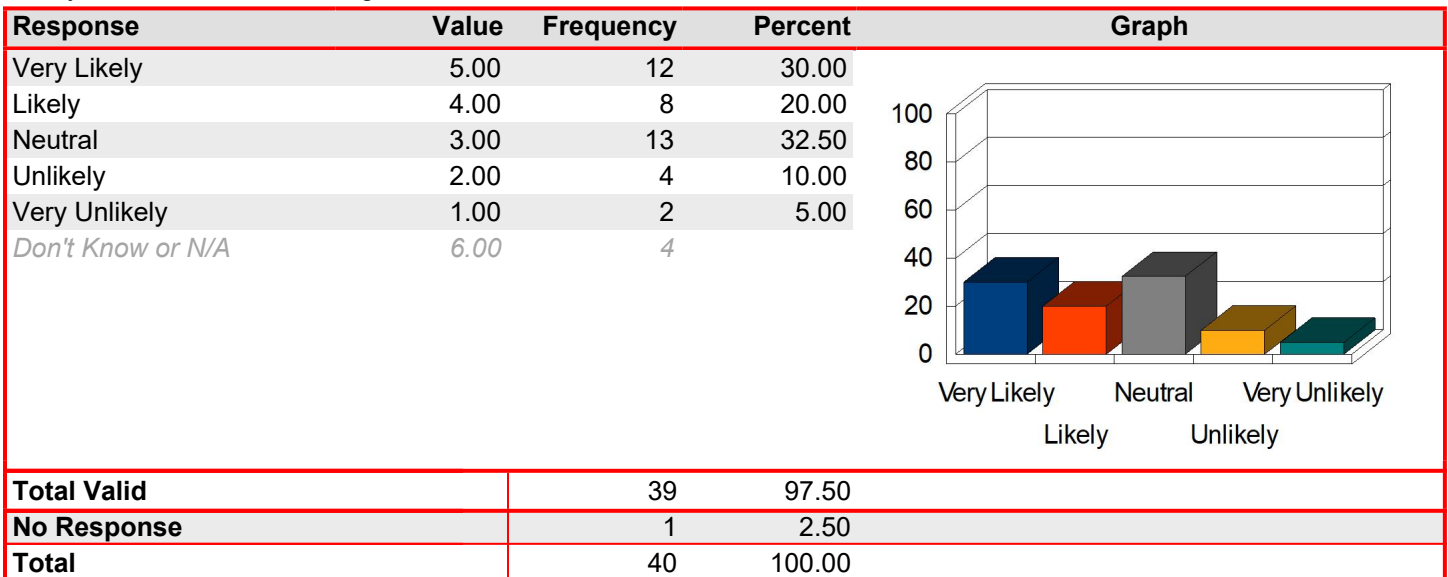
Likely: Make a future purchase at the bookstore

Mean: 3.97



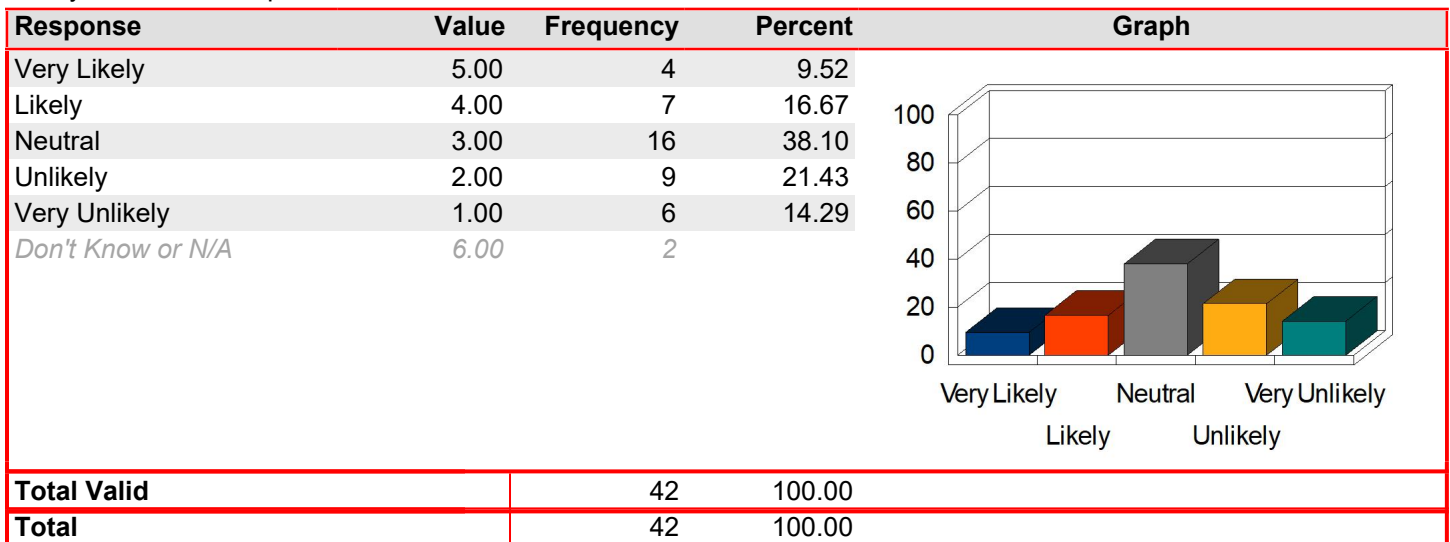
Likely: Purchase more clothing and merchandise if there was a better selection

Mean: 3.62



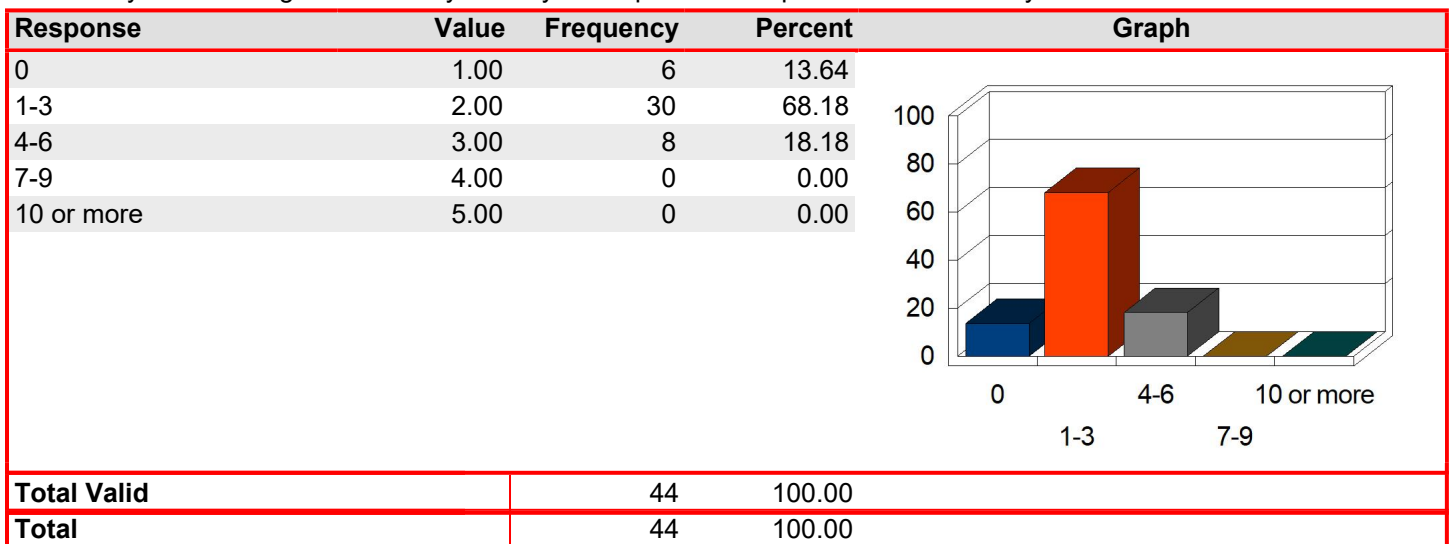
Likely: Purchase computers and other electronics if it were available

Mean: 2.86



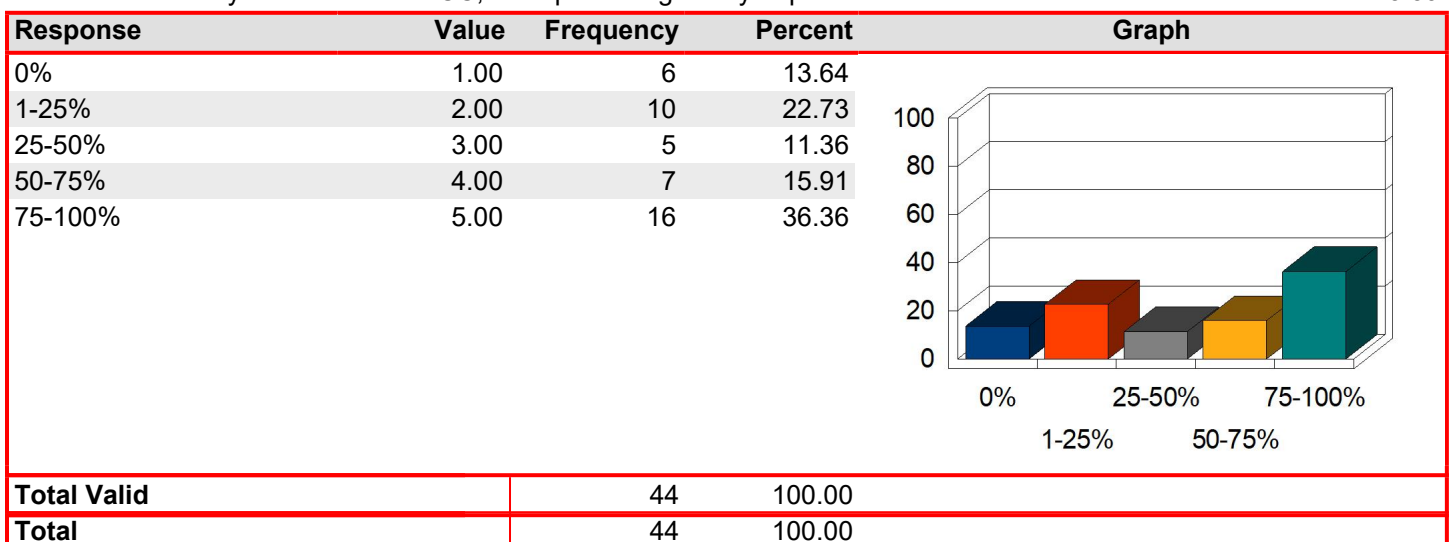
How many times through the school year do you shop at the campus bookstore for any reason?

Mean: 2.05



For the textbooks you needed at TVCC, what percentage did you purchase at this bookstore?

Mean: 3.39



How many times have you have rented TEXTBOOKS using our online rental services?

Mean: 1.14

| Response | Value | Frequency | Percent | Graph |
|--------------------|-------|-----------|---------|-------|
| 0 | 1.00 | 38 | 86.36 | |
| 1-3 | 2.00 | 6 | 13.64 | |
| 4-6 | 3.00 | 0 | 0.00 | |
| 7-9 | 4.00 | 0 | 0.00 | |
| 10 or more | 5.00 | 0 | 0.00 | |
| Total Valid | | 44 | 100.00 | |
| Total | | 44 | 100.00 | |

Trinity Valley Community College

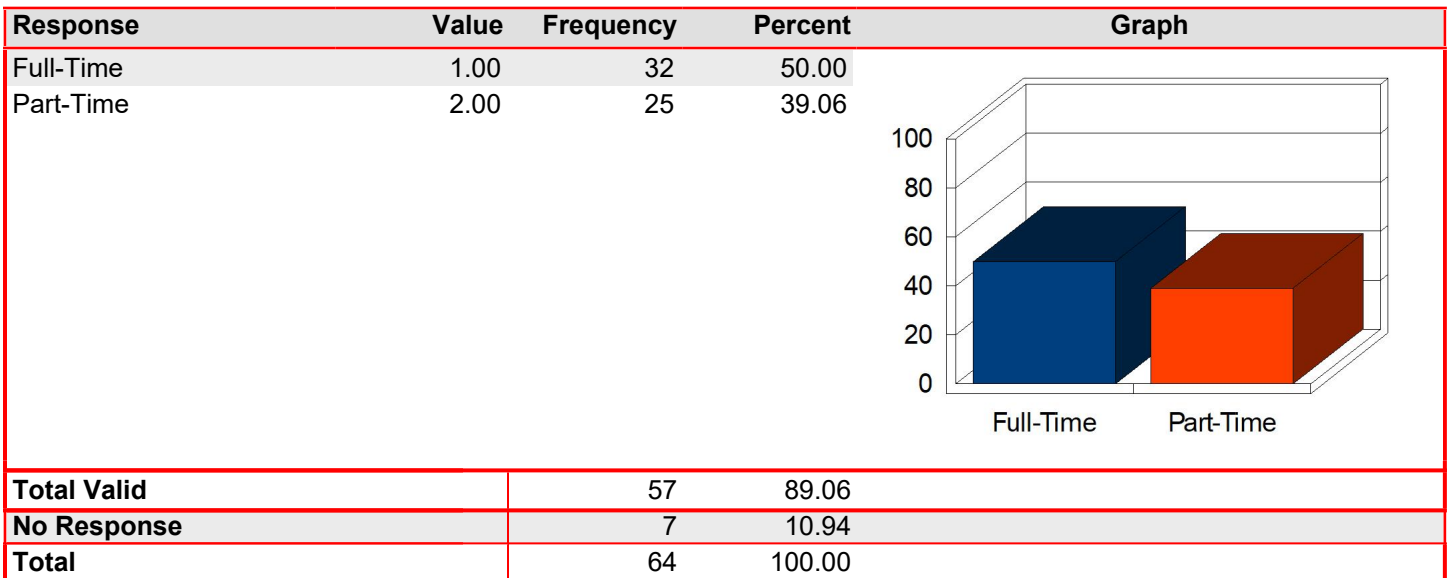
Bookstore Satisfaction Survey

Fall 2019

TERRELL

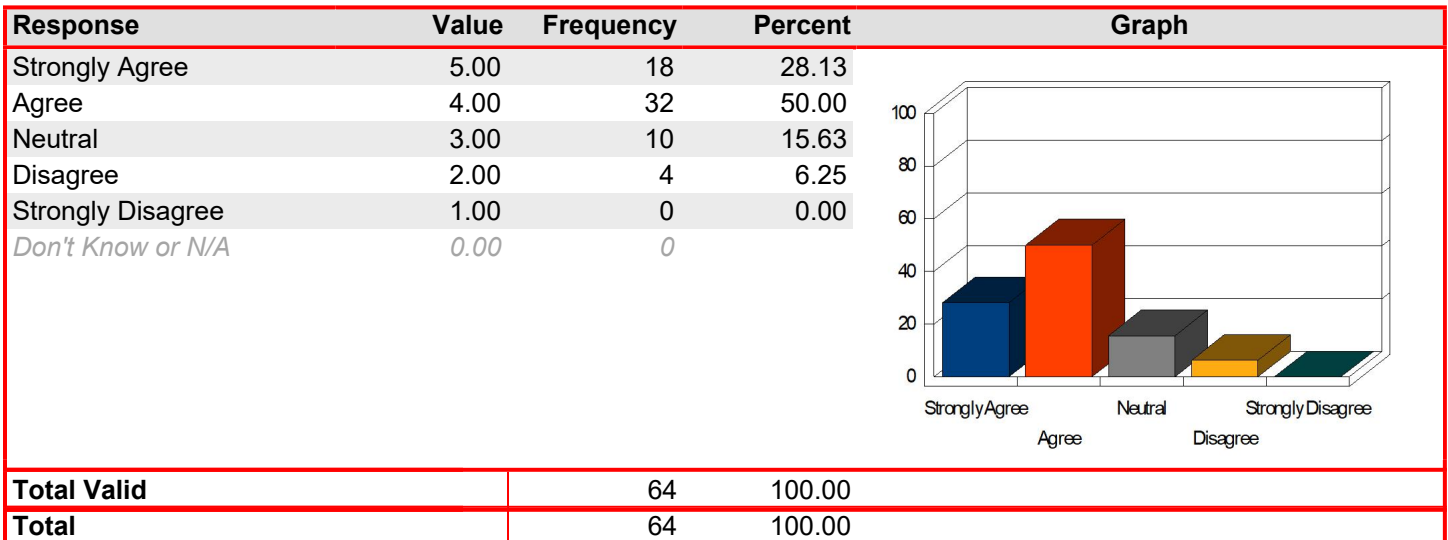
Student Status

Mean: 1.44



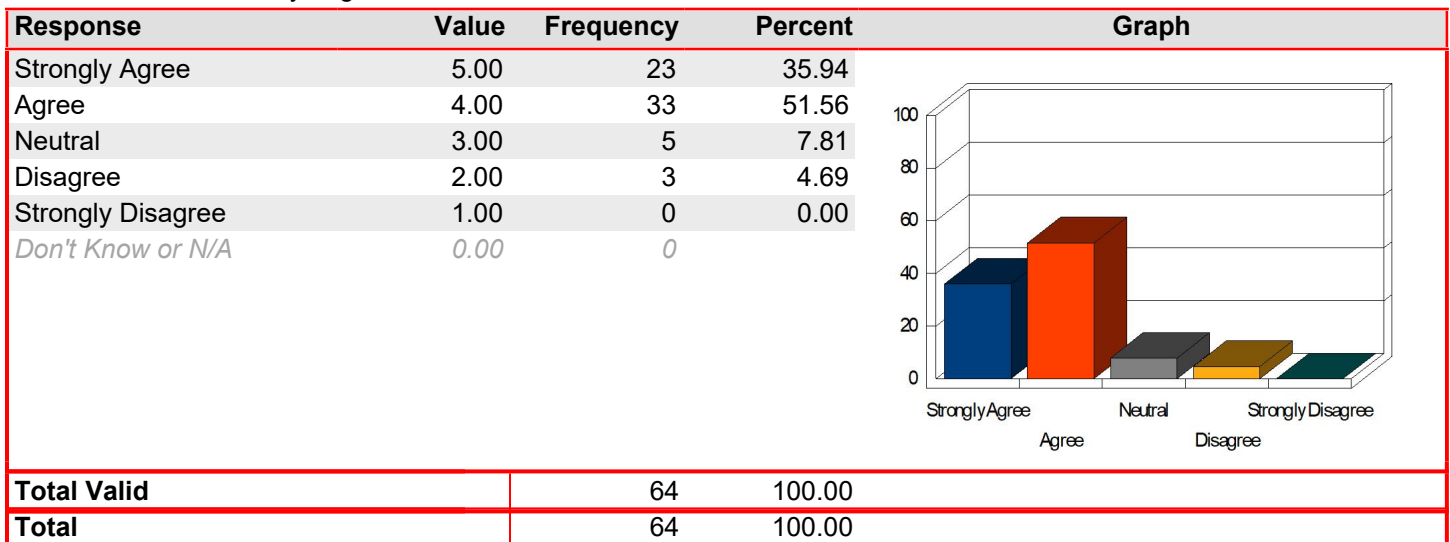
AGREEMENT: I am greeted when entering the bookstore

Mean: 4.00



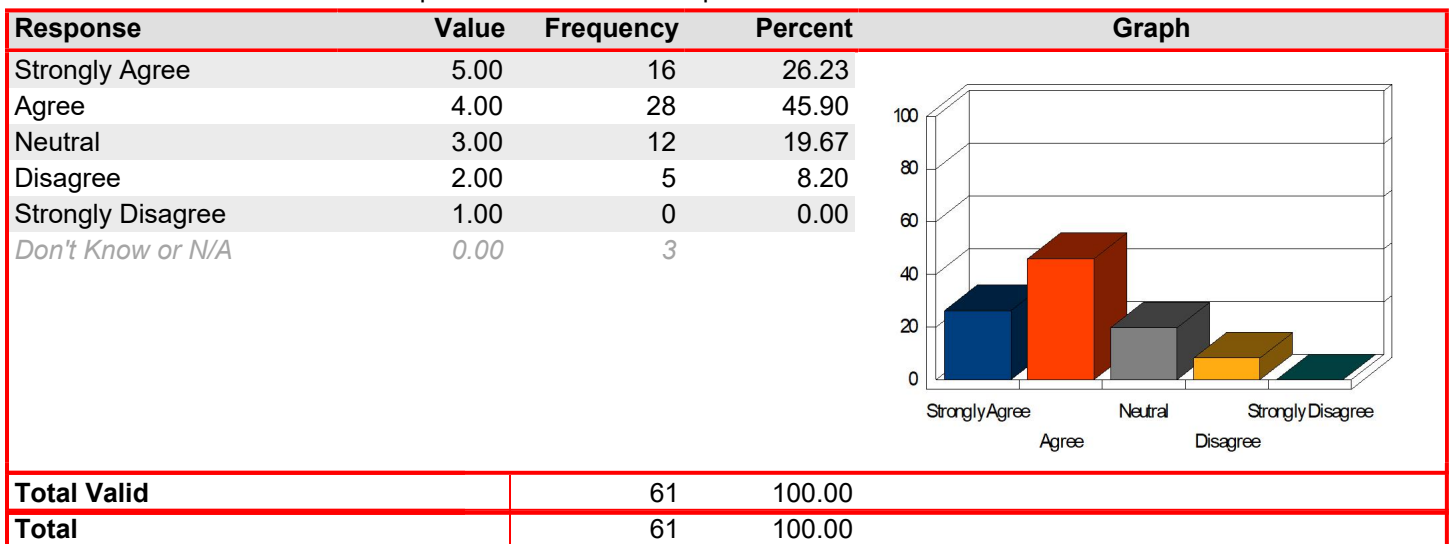
AGREEMENT: It is easy to get assistance at the bookstore

Mean: 4.19



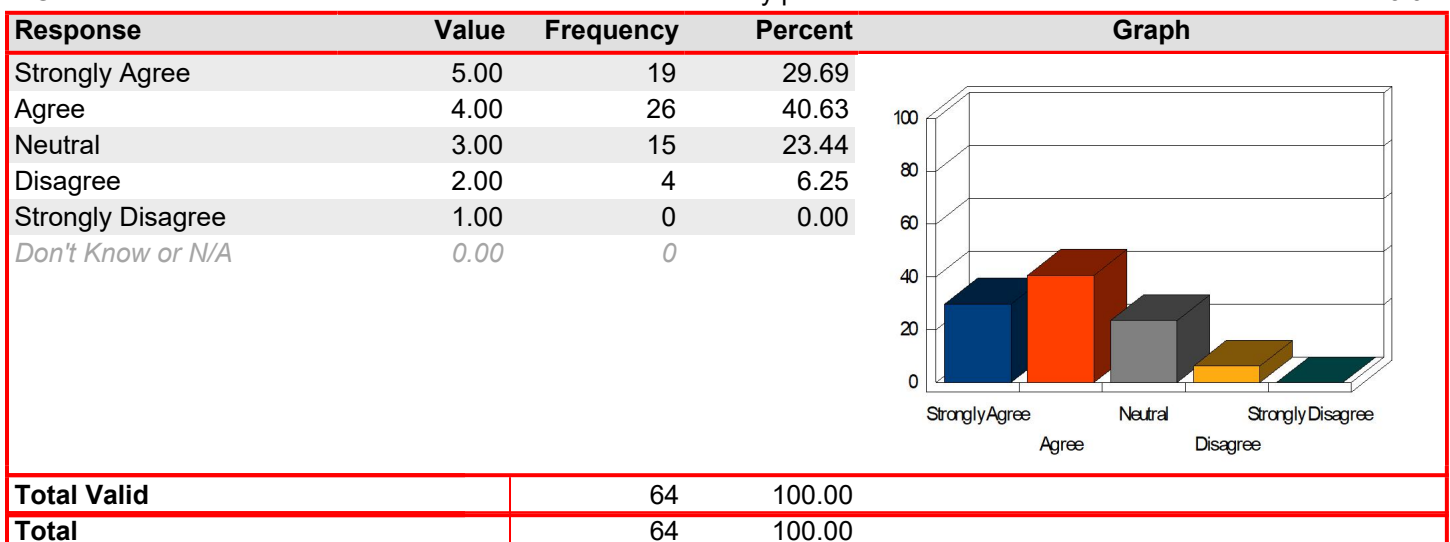
AGREEMENT: Bookstore staff responds to feedback to improve services

Mean: 3.90



AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 3.94



AGREEMENT: The bookstore has attractive displays

Mean: 4.03

| Response | Value | Frequency | Percent | Graph |
|---------------------------|-------------|-----------|---------|-------|
| Strongly Agree | 5.00 | 21 | 33.87 | |
| Agree | 4.00 | 22 | 35.48 | |
| Neutral | 3.00 | 15 | 24.19 | |
| Disagree | 2.00 | 2 | 3.23 | |
| Strongly Disagree | 1.00 | 0 | 0.00 | |
| <i>Don't Know or N/A</i> | <i>0.00</i> | <i>2</i> | | |
| Total Valid | | 60 | 96.77 | |
| No Response | | 1 | 1.61 | |
| Multiple Responses | | 1 | 1.61 | |
| Total | | 62 | 100.00 | |

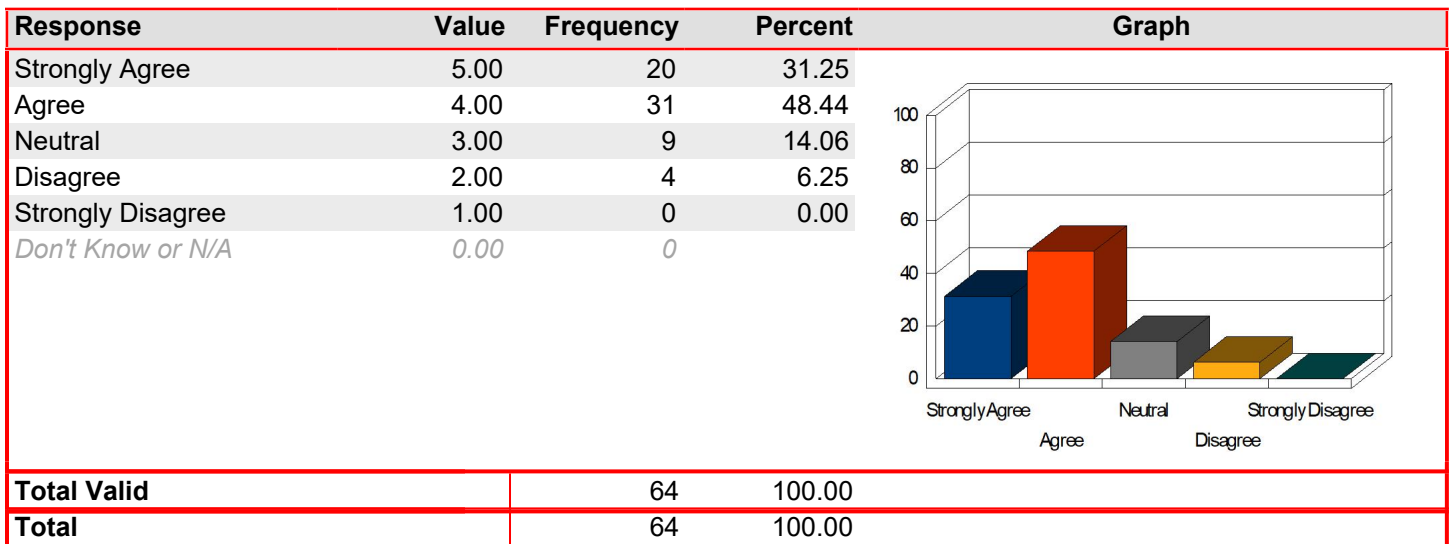
AGREEMENT: The bookstore has helpful in-store signs

Mean: 4.06

| Response | Value | Frequency | Percent | Graph |
|--------------------------|-------------|-----------|---------|-------|
| Strongly Agree | 5.00 | 21 | 32.81 | |
| Agree | 4.00 | 28 | 43.75 | |
| Neutral | 3.00 | 13 | 20.31 | |
| Disagree | 2.00 | 2 | 3.13 | |
| Strongly Disagree | 1.00 | 0 | 0.00 | |
| <i>Don't Know or N/A</i> | <i>0.00</i> | <i>0</i> | | |
| Total Valid | | 64 | 100.00 | |
| Total | | 64 | 100.00 | |

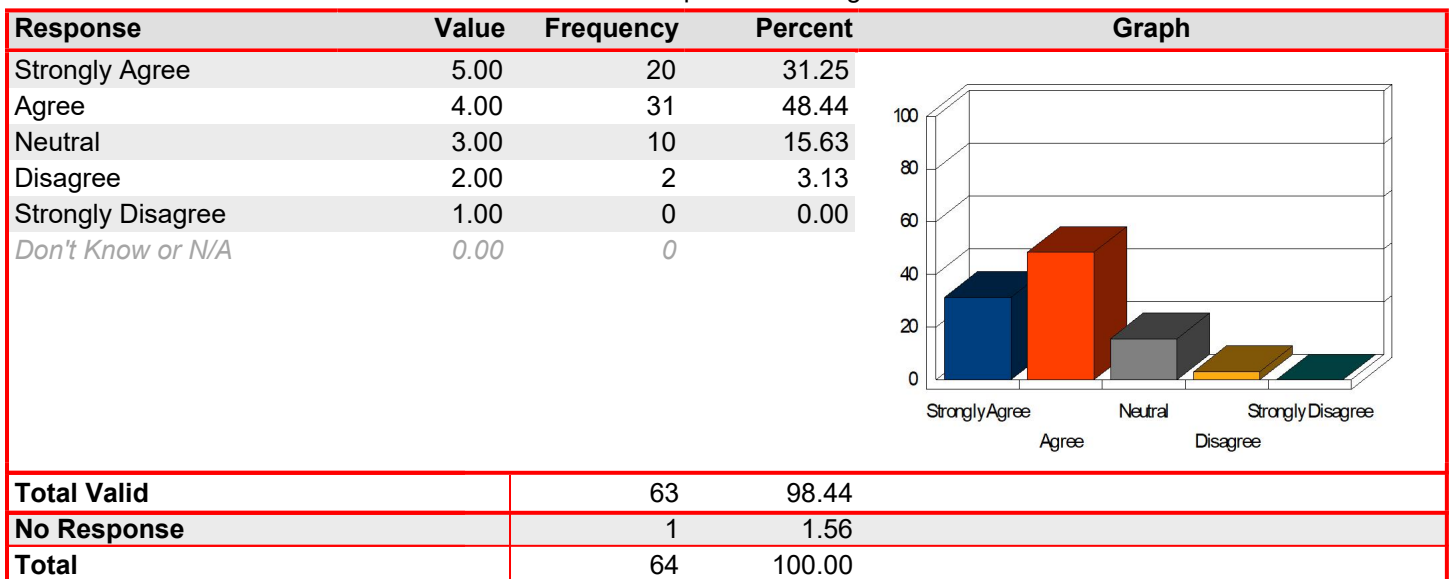
AGREEMENT: The bookstore has the course materials I need, when I need them

Mean: 4.05



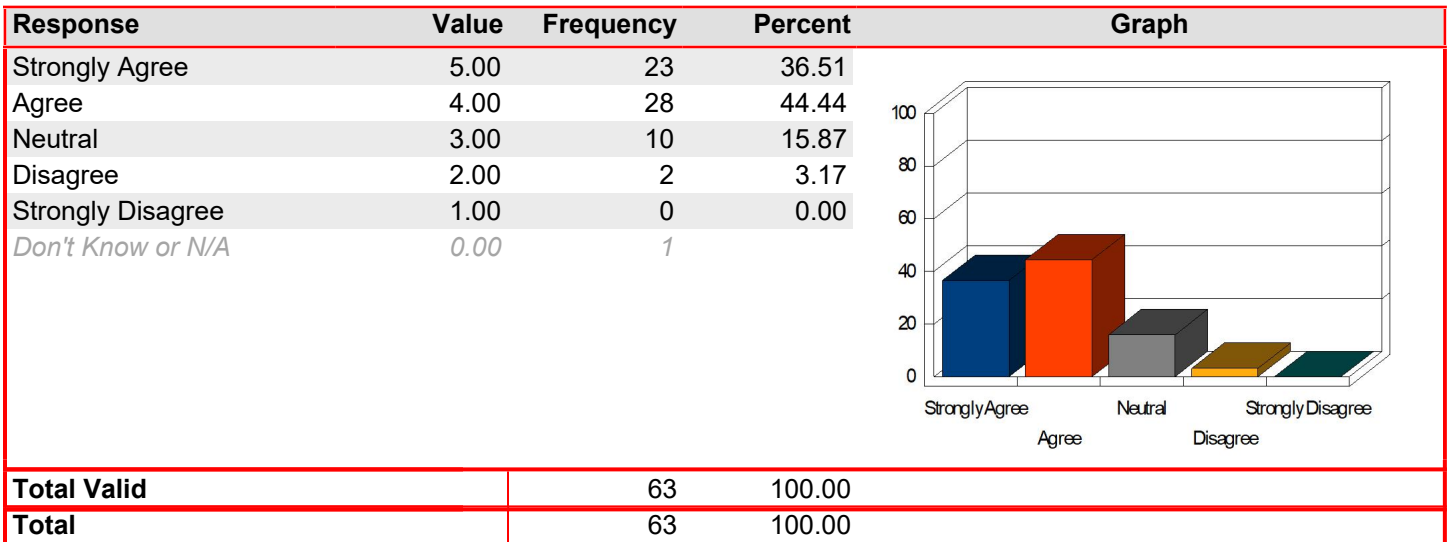
AGREEMENT: The bookstore has reasonable hours of operation during the semester

Mean: 4.10



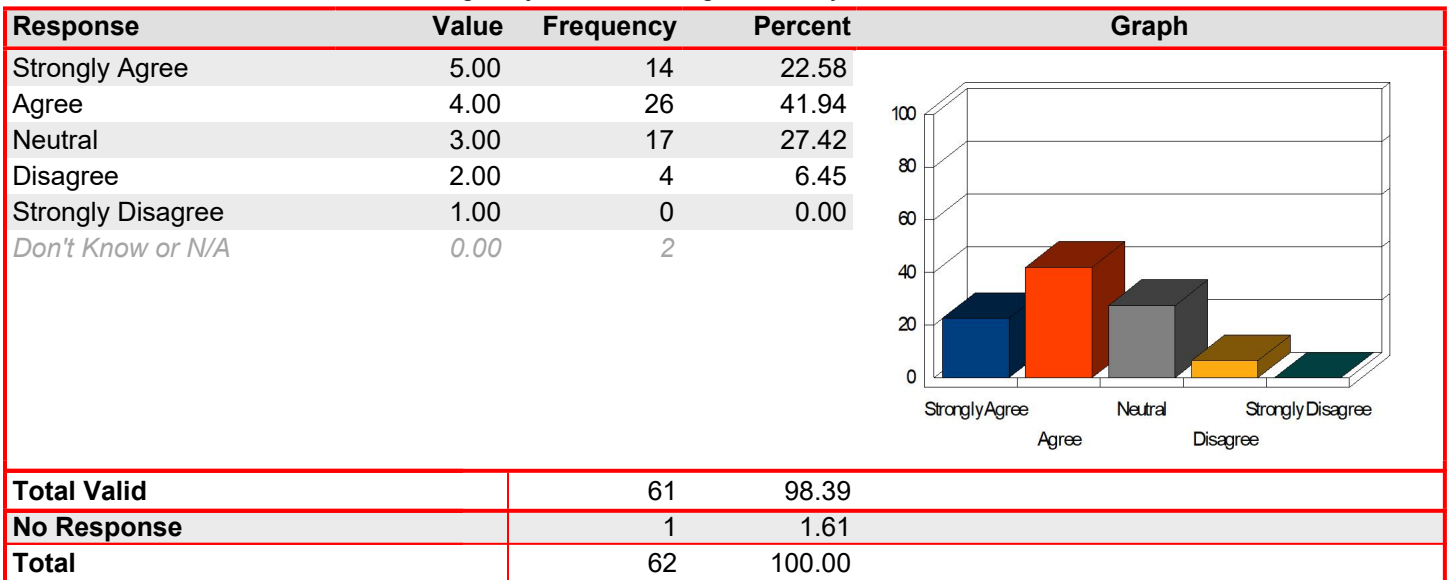
AGREEMENT: The bookstore has reasonable hours of operation during registration

Mean: 4.14



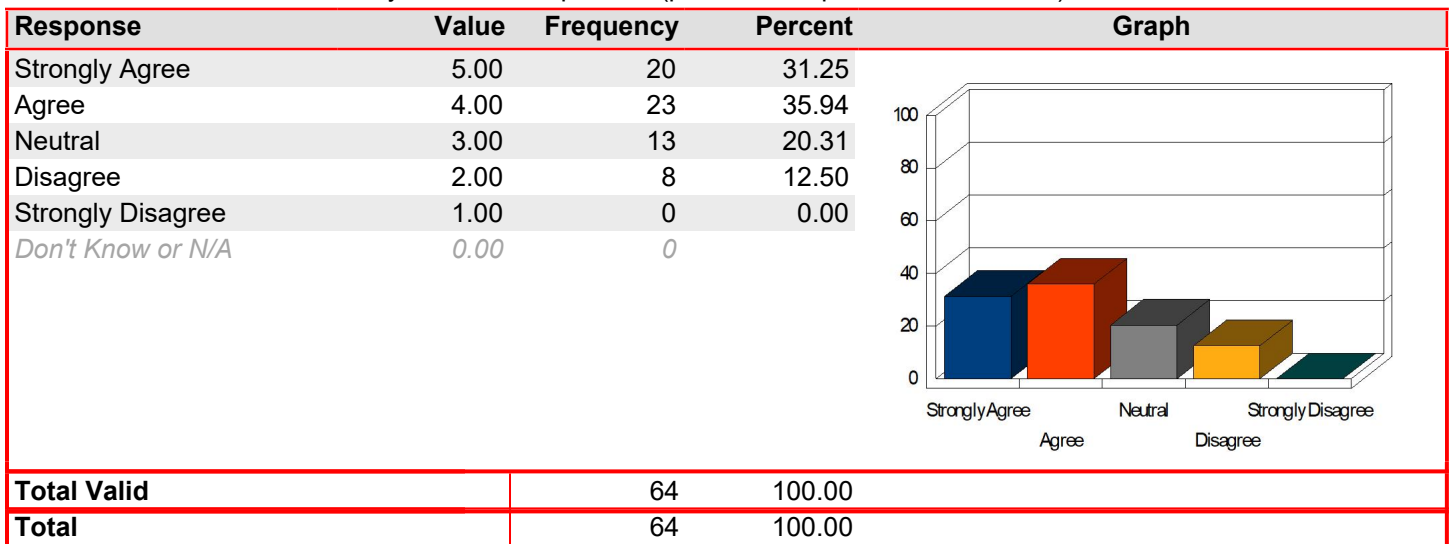
AGREEMENT: The bookstore does a good job of educating us on why books cost so much

Mean: 3.82



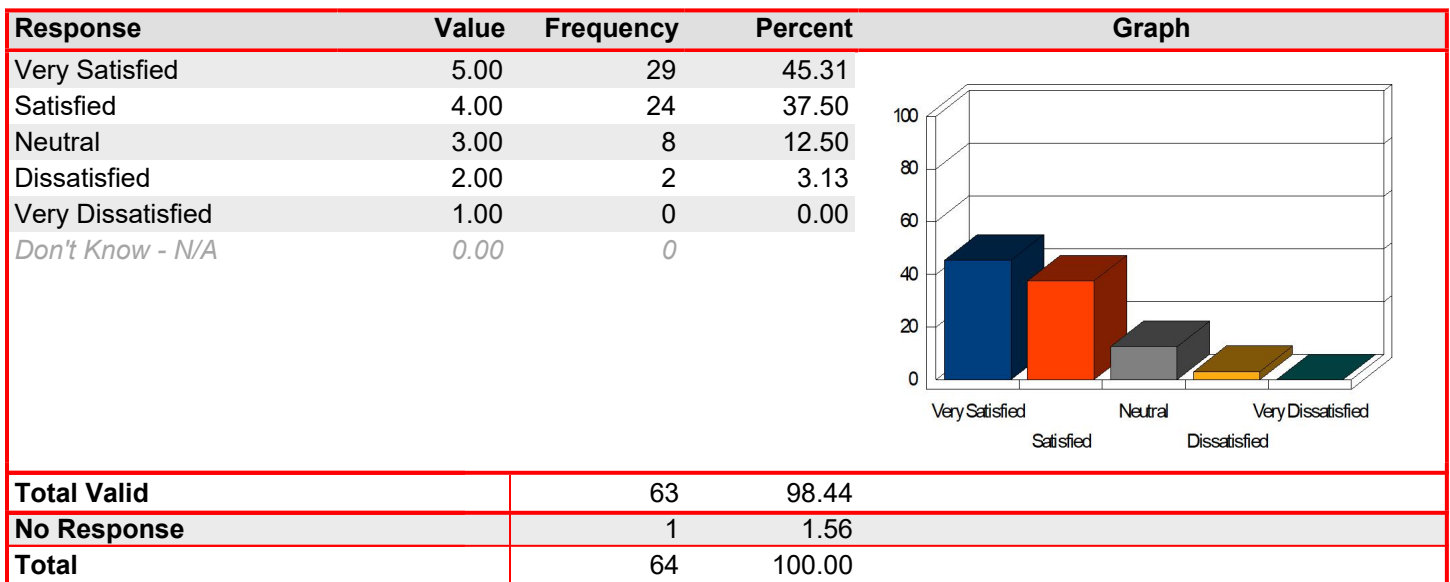
AGREEMENT: I understand why books are expensive (publishers represent 75% of cost)

Mean: 3.86



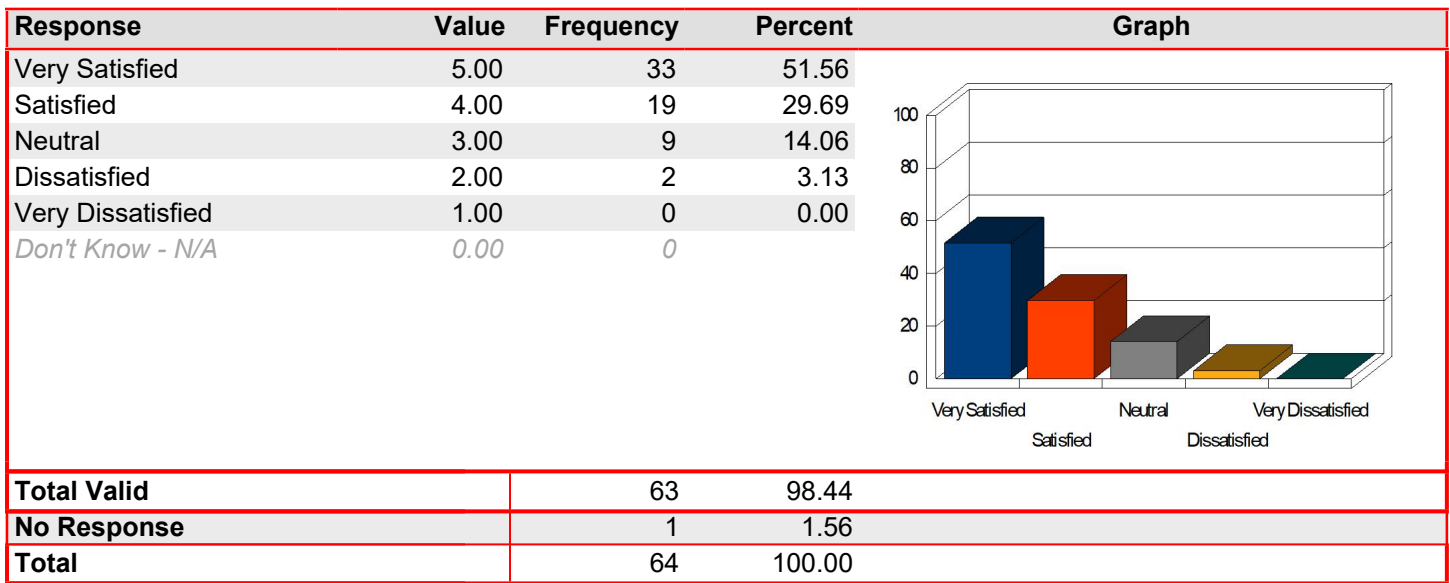
Satisfaction: Assistance of staff

Mean: 4.27



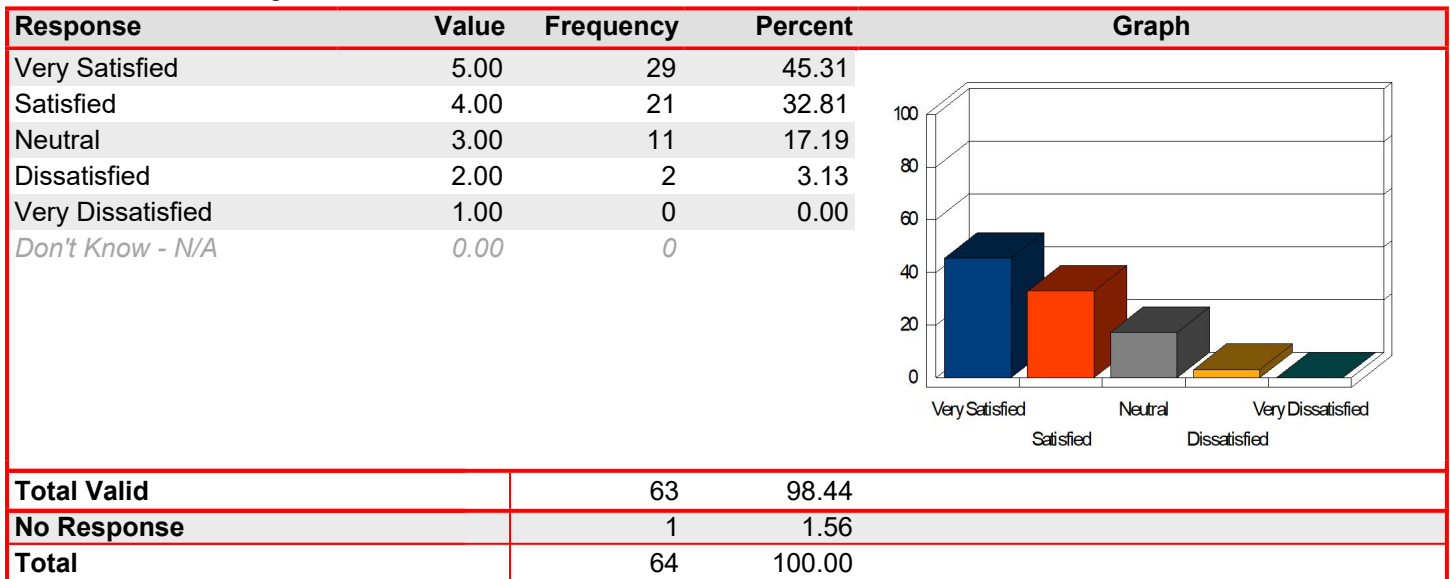
Satisfaction: Friendliness of staff

Mean: 4.32



Satisfaction: Knowledge of staff

Mean: 4.22



Satisfaction: Selection of school supplies

Mean: 4.15

| Response | Value | Frequency | Percent | Graph |
|-------------------------|-------------|-----------|---------|-------|
| Very Satisfied | 5.00 | 25 | 39.68 | |
| Satisfied | 4.00 | 24 | 38.10 | |
| Neutral | 3.00 | 10 | 15.87 | |
| Dissatisfied | 2.00 | 3 | 4.76 | |
| Very Dissatisfied | 1.00 | 0 | 0.00 | |
| <i>Don't Know - N/A</i> | <i>0.00</i> | <i>1</i> | | |
| Total Valid | | 62 | 98.41 | |
| No Response | | 1 | 1.59 | |
| Total | | 63 | 100.00 | |

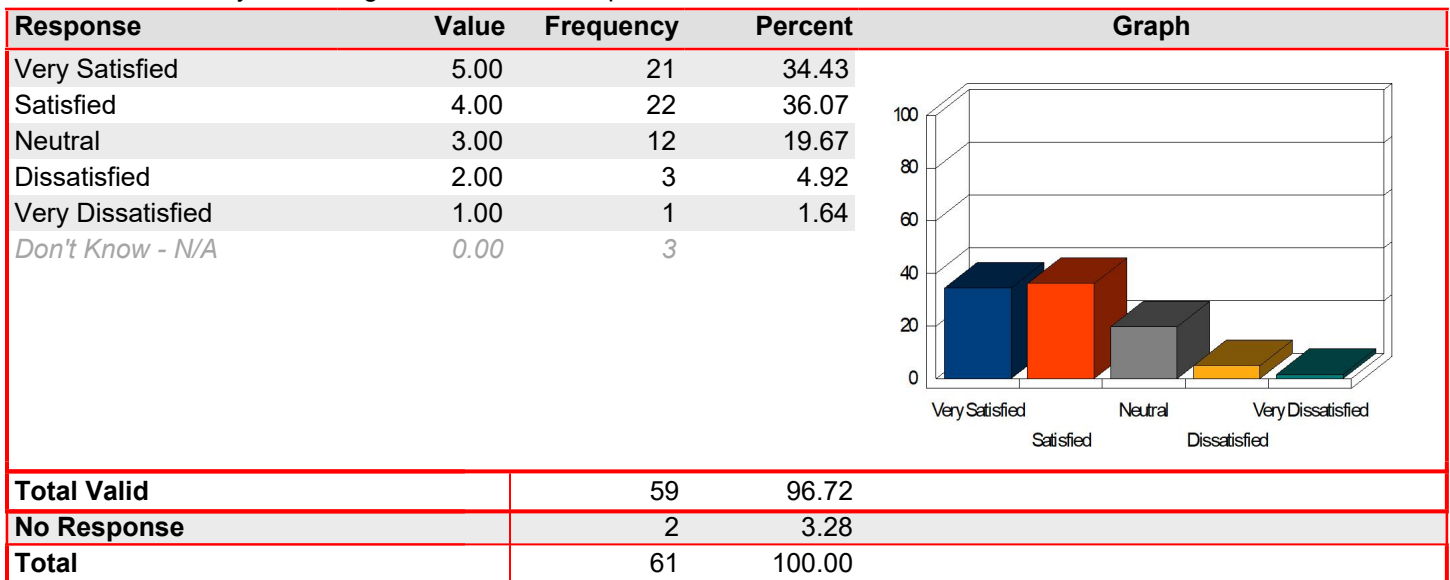
Satisfaction: Variety of college logo items

Mean: 4.10

| Response | Value | Frequency | Percent | Graph |
|-------------------------|-------------|-----------|---------|-------|
| Very Satisfied | 5.00 | 24 | 38.10 | |
| Satisfied | 4.00 | 24 | 38.10 | |
| Neutral | 3.00 | 10 | 15.87 | |
| Dissatisfied | 2.00 | 4 | 6.35 | |
| Very Dissatisfied | 1.00 | 0 | 0.00 | |
| <i>Don't Know - N/A</i> | <i>0.00</i> | <i>1</i> | | |
| Total Valid | | 62 | 98.41 | |
| No Response | | 1 | 1.59 | |
| Total | | 63 | 100.00 | |

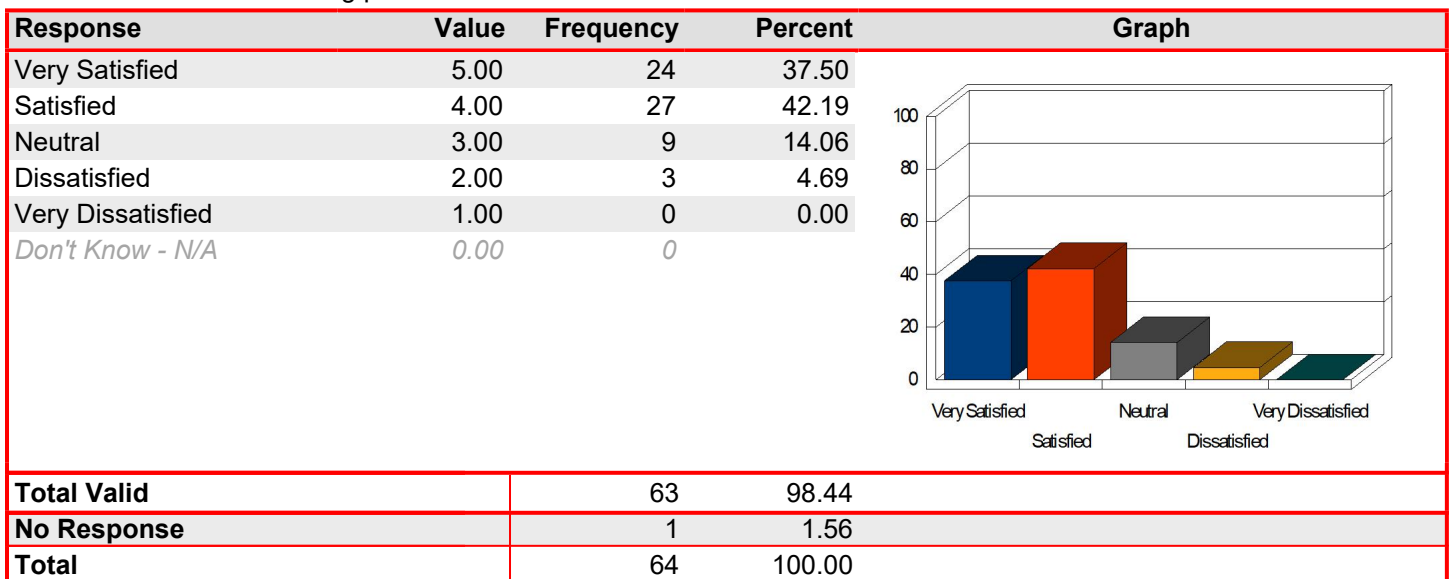
Satisfaction: Variety of clothing items available for purchase

Mean: 4.00



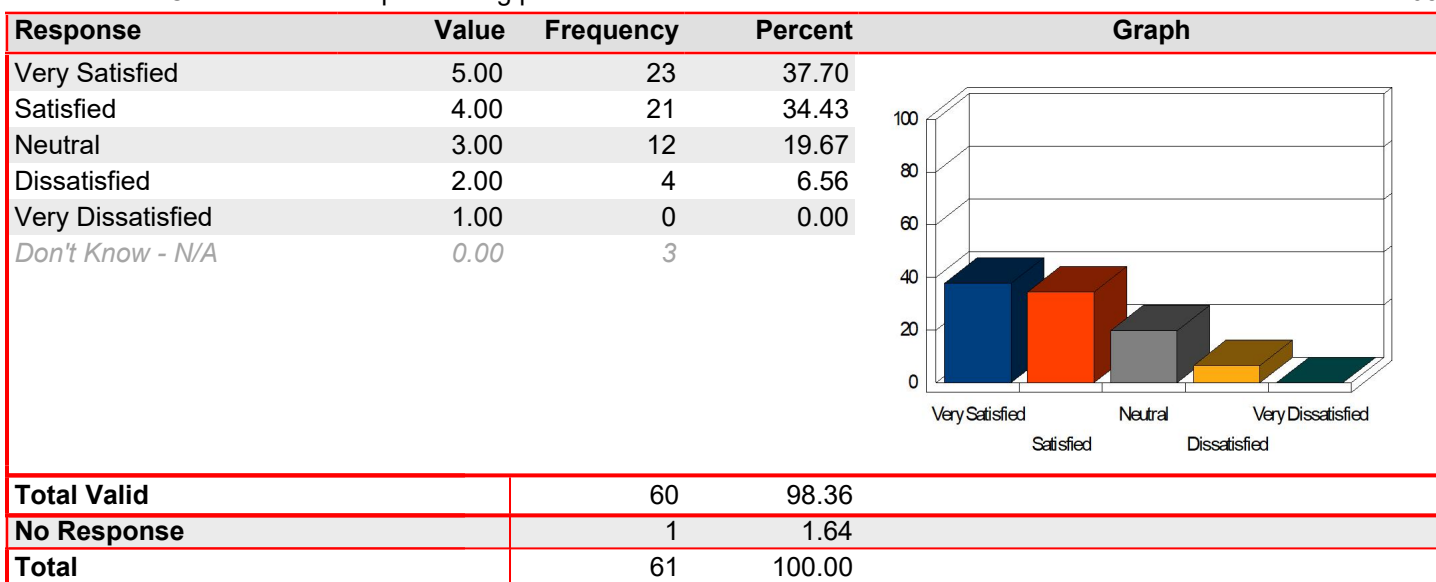
Satisfaction: Ease of locating products I need at the bookstore

Mean: 4.14



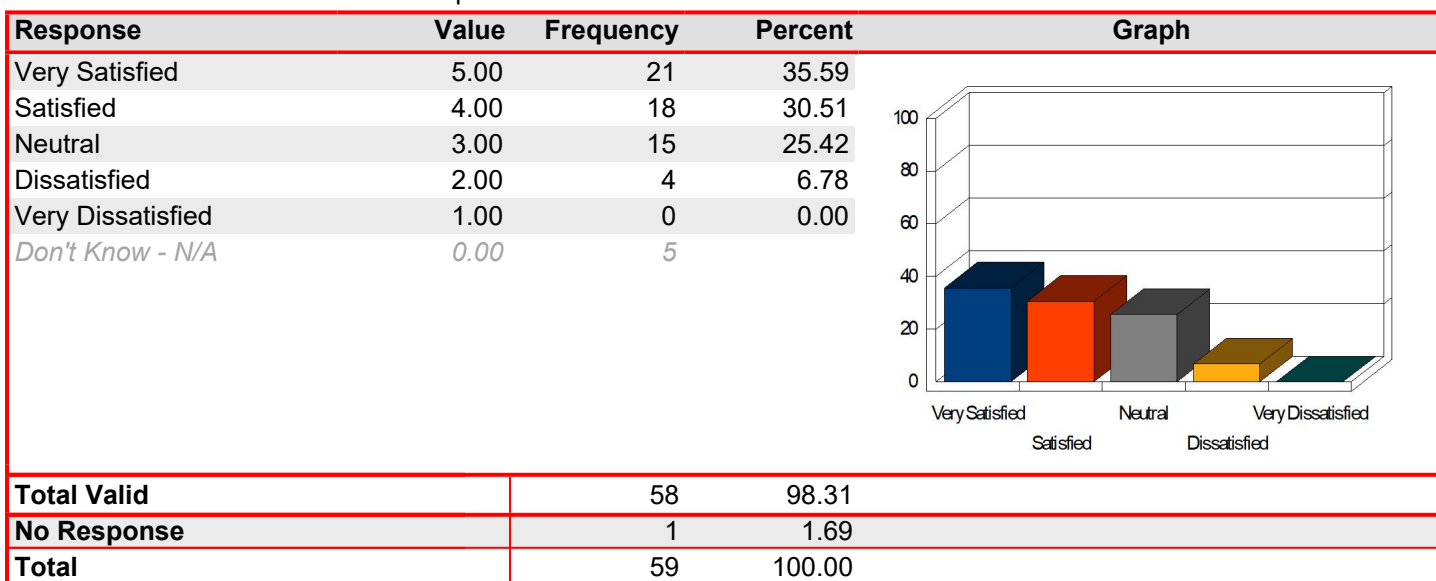
Satisfaction: ONLINE textbook purchasing process

Mean: 4.05



Satisfaction: ONLINE textbook rental process

Mean: 3.97



Satisfaction: ONLINE textbook rental return policy

Mean: 3.91

| Response | Value | Frequency | Percent | Graph |
|-------------------------|-------------|-----------|---------|-------|
| Very Satisfied | 5.00 | 19 | 32.76 | |
| Satisfied | 4.00 | 17 | 29.31 | |
| Neutral | 3.00 | 18 | 31.03 | |
| Dissatisfied | 2.00 | 3 | 5.17 | |
| Very Dissatisfied | 1.00 | 0 | 0.00 | |
| <i>Don't Know - N/A</i> | <i>0.00</i> | 6 | | |
| Total Valid | | 57 | 98.28 | |
| No Response | | 1 | 1.72 | |
| Total | | 58 | 100.00 | |

Satisfaction: Bookstores return policies

Mean: 4.03

| Response | Value | Frequency | Percent | Graph |
|-------------------------|-------------|-----------|---------|-------|
| Very Satisfied | 5.00 | 20 | 32.26 | |
| Satisfied | 4.00 | 25 | 40.32 | |
| Neutral | 3.00 | 12 | 19.35 | |
| Dissatisfied | 2.00 | 3 | 4.84 | |
| Very Dissatisfied | 1.00 | 0 | 0.00 | |
| <i>Don't Know - N/A</i> | <i>0.00</i> | 2 | | |
| Total Valid | | 60 | 96.77 | |
| No Response | | 2 | 3.23 | |
| Total | | 62 | 100.00 | |

Satisfaction: Bookstore textbook buy back procedures

Mean: 4.02

| Response | Value | Frequency | Percent | Graph |
|-------------------------|-------------|-----------|---------|-------|
| Very Satisfied | 5.00 | 22 | 36.07 | |
| Satisfied | 4.00 | 23 | 37.70 | |
| Neutral | 3.00 | 10 | 16.39 | |
| Dissatisfied | 2.00 | 4 | 6.56 | |
| Very Dissatisfied | 1.00 | 1 | 1.64 | |
| <i>Don't Know - N/A</i> | <i>0.00</i> | 3 | | |
| Total Valid | | 60 | 98.36 | |
| No Response | | 1 | 1.64 | |
| Total | | 61 | 100.00 | |

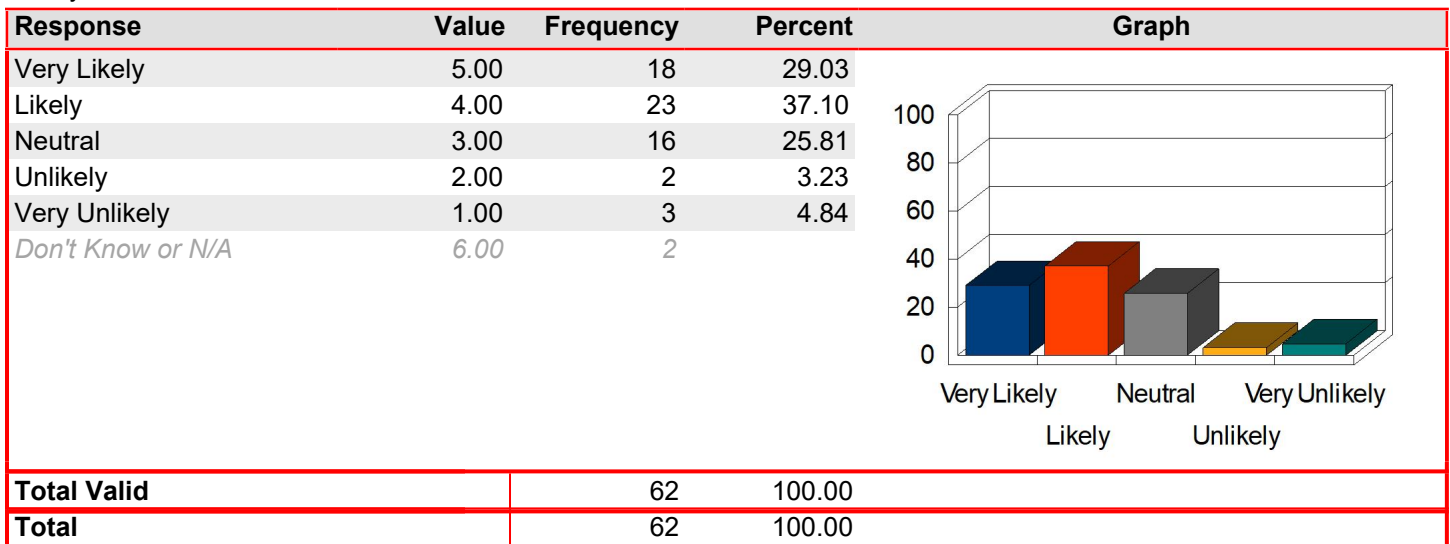
Satisfaction: Using financial aid for your bookstore purchases

Mean: 4.24

| Response | Value | Frequency | Percent | Graph |
|-------------------------|-------------|-----------|---------|-------|
| Very Satisfied | 5.00 | 26 | 43.33 | |
| Satisfied | 4.00 | 23 | 38.33 | |
| Neutral | 3.00 | 8 | 13.33 | |
| Dissatisfied | 2.00 | 2 | 3.33 | |
| Very Dissatisfied | 1.00 | 0 | 0.00 | |
| <i>Don't Know - N/A</i> | <i>0.00</i> | 4 | | |
| Total Valid | | 59 | 98.33 | |
| No Response | | 1 | 1.67 | |
| Total | | 60 | 100.00 | |

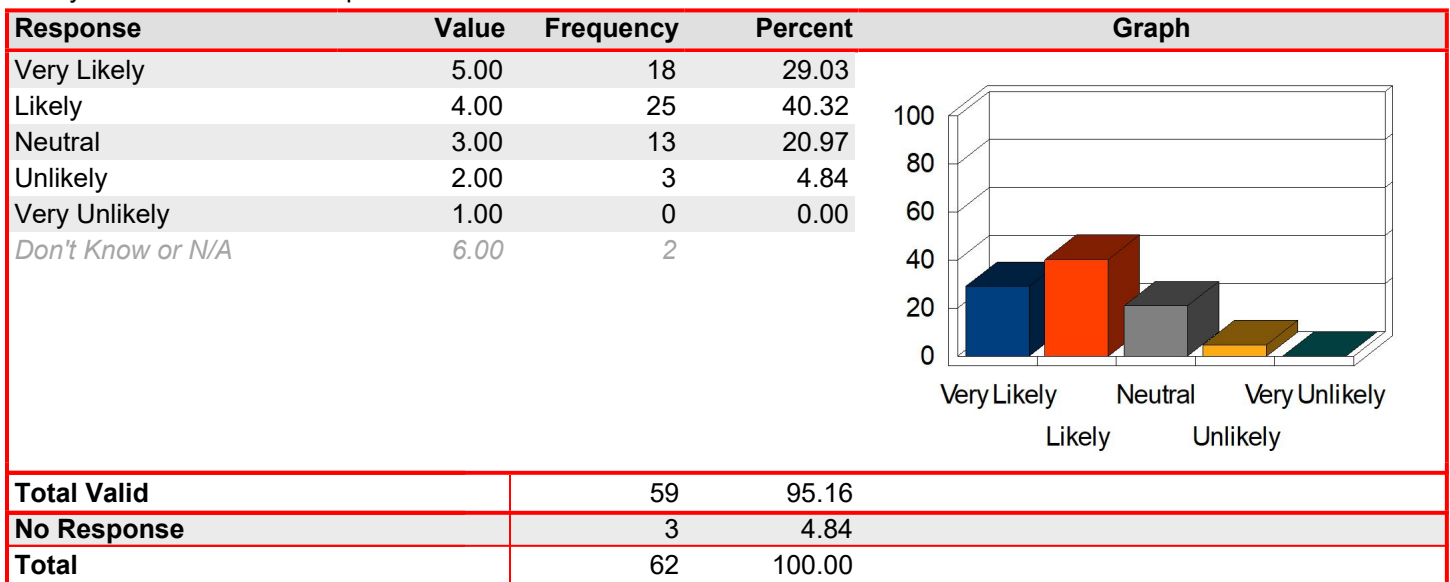
Likely: Purchase and use E-books over traditional textbooks in the future

Mean: 3.82



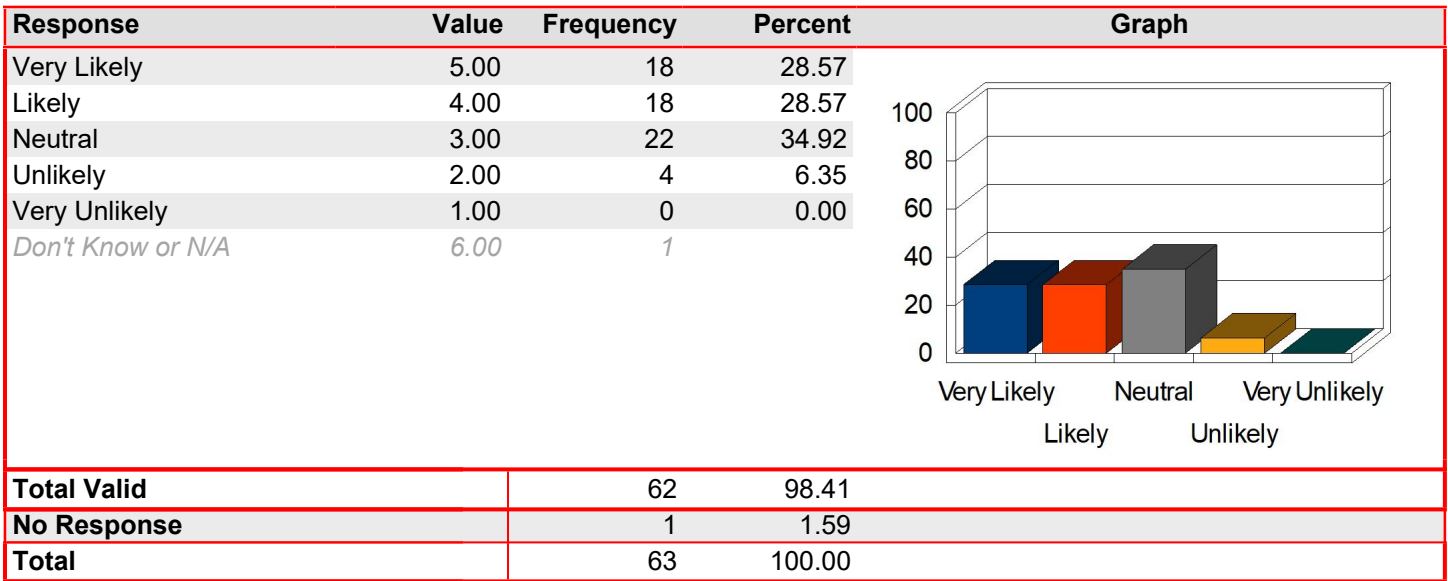
Likely: Make a future online purchase

Mean: 3.98



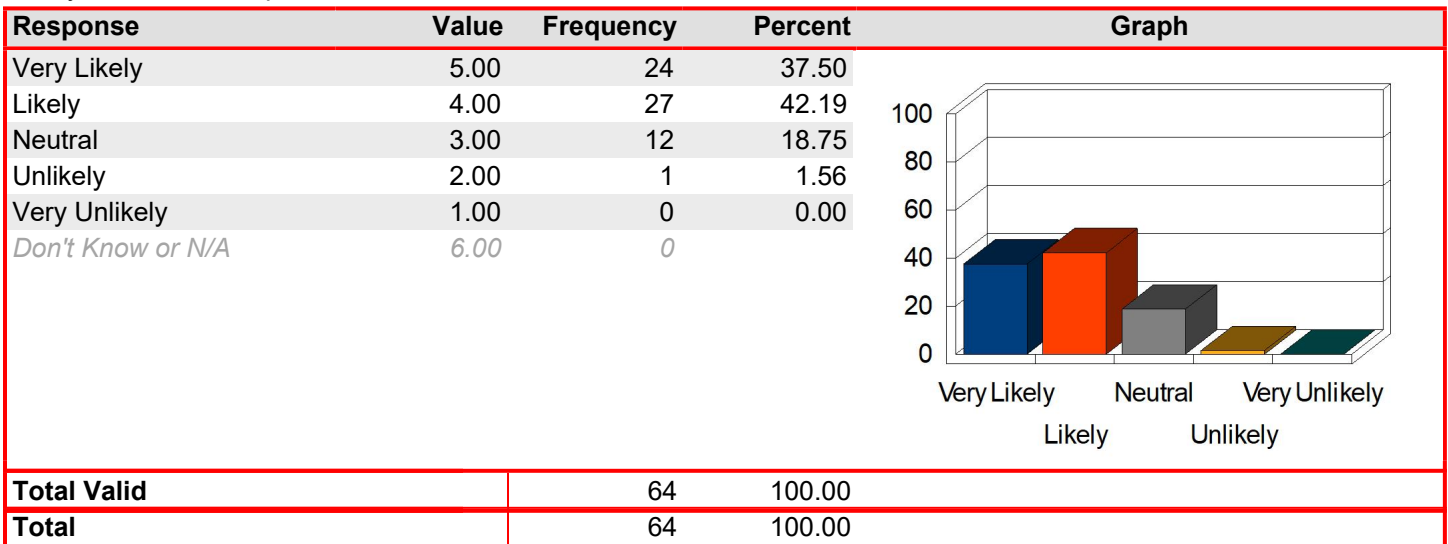
Likely: Rent a Textbook in the future

Mean: 3.81



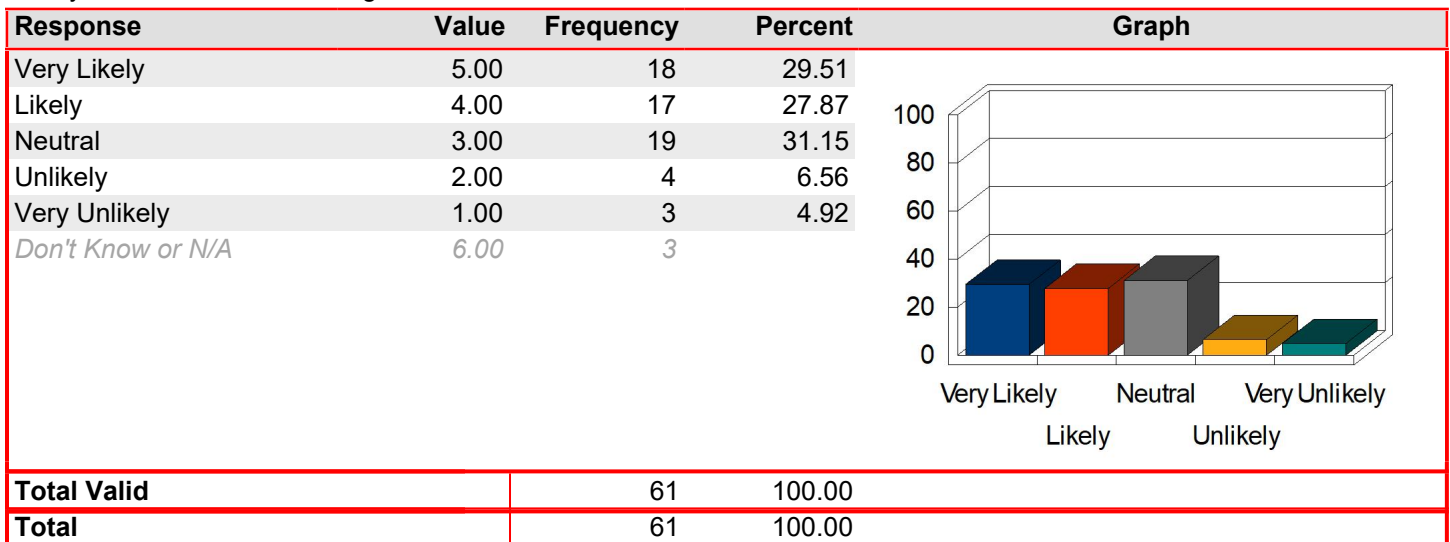
Likely: Make a future purchase at the bookstore

Mean: 4.16



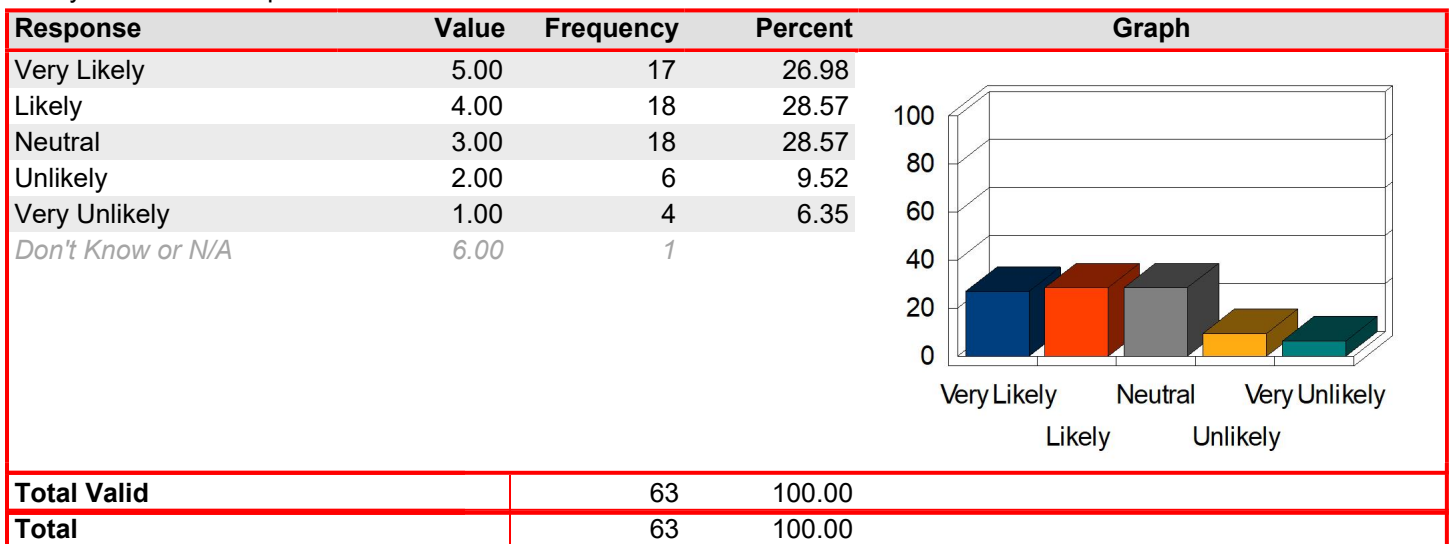
Likely: Purchase more clothing and merchandise if there was a better selection

Mean: 3.70



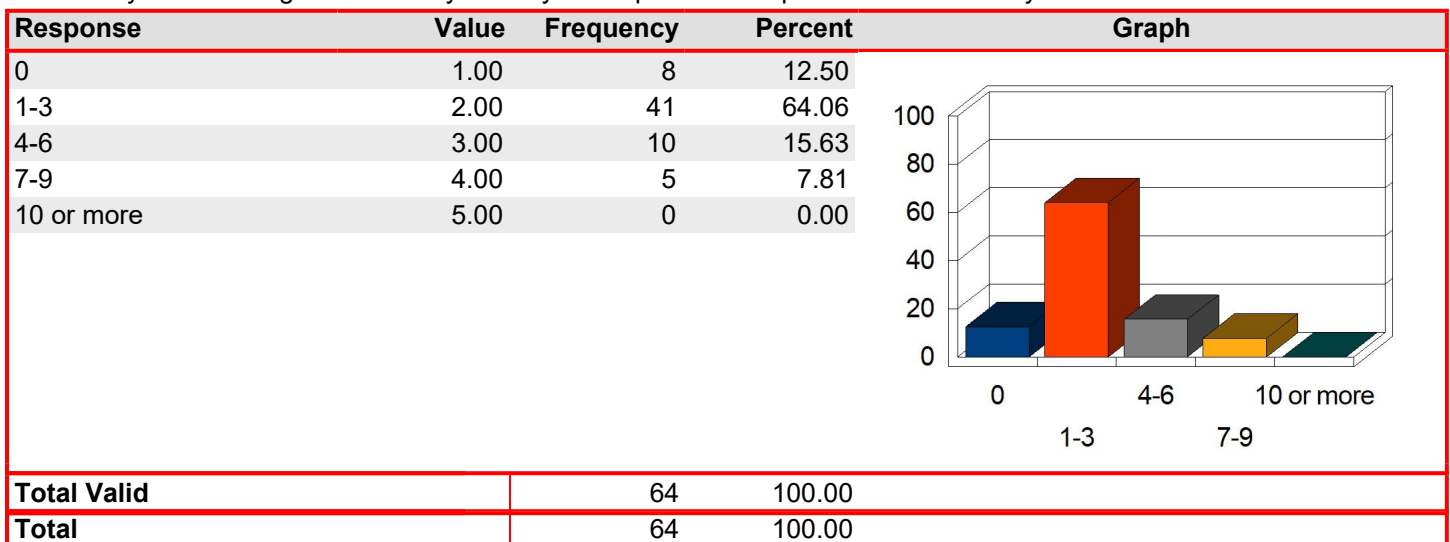
Likely: Purchase computers and other electronics if it were available

Mean: 3.60



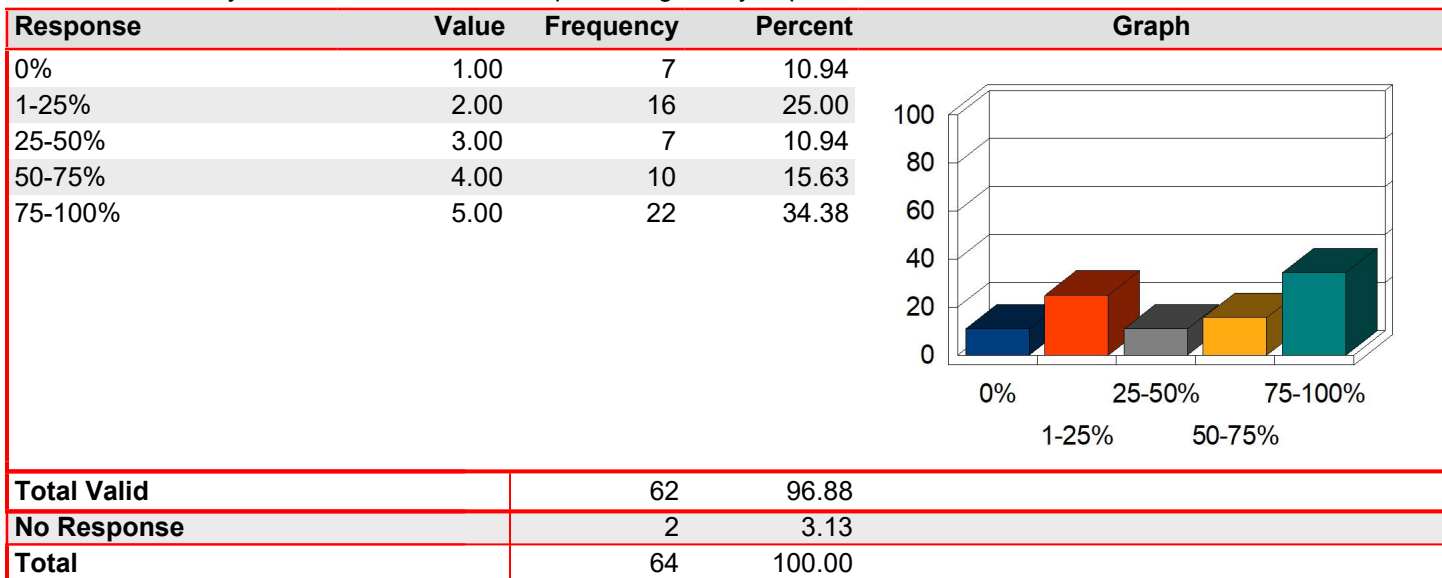
How many times through the school year do you shop at the campus bookstore for any reason?

Mean: 2.19



For the textbooks you needed at TVCC, what percentage did you purchase at this bookstore?

Mean: 3.39



How many times have you have rented TEXTBOOKS using our online rental services?

Mean: 1.24

